

# North Town

C O M M U N I T Y  
S U P P O R T G R O U P



## Privacy Notice and Data Protection Policy

### The type of personal information we collect

As a service user or volunteer with North Town Community Support Group or a member we may ask you to provide certain personal information (data) about yourself in order that we can provide our services to you. We currently collect and process the following information:

#### People needing help:

- Full name, address, a contact telephone number and email.
- Type of support requested; support we provided and when.
- Any critical information which you wish us to have – e.g food allergies – or essential information which is needed in order to support you.
- Records of any donations you have made to NTCS.

#### Volunteers:

- Full name, address, telephone number (including mobile) and email.
- Whether you have a current DBS check, drive.
- Preferences as to tasks you are able/willing to perform and note on your availability.
- Photo for electronic ID and lanyard (if you are volunteering outside the home).
- Note of tasks allocated to you.
- Records of any accidents you have had while undertaking voluntary work for NTCS.

#### Members who are neither receiving help or volunteering:

- Full name, email and contact number and record of any donations made.

## **How we get your personal information and why we collect it**

Most of the personal information we process is provided to us directly by you in order that we can provide our services to you *or* in order that you can volunteer with us or be a member.

We also receive personal information indirectly about residents needing our help from their relatives, friends or service providers such as Somerset Village and Community Agents and neighbouring support groups.

We use the information that you have given us in order to:

- deliver voluntary services including collecting and delivering prescriptions, undertaking shopping, friendly phone calls and other practical support requested by you and/or
- in the case of volunteers – so that we can allocate appropriate support tasks to you and keep in touch to support you.
- keep in touch with members: notify you of meetings, consult you on group business and activities and update you on our work.

## **Processing your personal information**

The law requires us to tell you the basis on which we process your data.

- Where we are providing services or a volunteering opportunity to you at your request or communicating with members, the law permits us to process your data if it is in our and your legitimate interest (i.e. used in a way you would expect the data to be used) but only so long as we need to.
- Should we in future decide to send emails or letters to people who are not members which promote our activities we will require- and therefore will seek- your consent before doing so. If you do not consent to this it will not stop you from using our services. Where consent is given we will keep a record of when and how we got this consent from you and what you were told at the time you gave it. You are able to remove your consent at any time by contacting us at [Caroline@northtowncommunitysupport.com](mailto:Caroline@northtowncommunitysupport.com) or on 07473 119425.

NOTE: Our newsletters are delivered to every house in our neighbourhood, they are not addressed to specific people they are for information for all members of the household.

## **Protecting your personal information**

Your information is securely stored on a password protected electronic file with one hard copy kept in a locked drawer at Weir Lodge, 83 Staplegrove Road, Taunton TA1

1DN. Only the coordinators and specific authorised volunteers have access to the data we hold on you.

We will never share your data with third parties for marketing purposes.

We do not share your data with anyone else or any other organisation unless it is necessary for the purpose for which you have given us the data or we are legally required to (e.g. in an emergency we may share your data with emergency services, NHS, social services).

### **Retaining your personal information**

We keep your data only for as long as it is needed to complete the task for which it was collected. If you tell us you no longer need our services or cease to be a volunteer or a member, your data will be erased as soon as possible.

### **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances e.g. when you no longer need our services or when you cease to be a volunteer.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [Caroline@northtowncommunitysupport.com](mailto:Caroline@northtowncommunitysupport.com) or on 07473 119425 or at the address given above if you wish to make a request.

### **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [Caroline@northtowncommunitysupport.com](mailto:Caroline@northtowncommunitysupport.com) You can also complain to the ICO if you are unhappy with how we have used your data. ICO Helpline number: 0303 123 1113. ICO website: <https://ico.org.uk>.

Policy v1 21<sup>st</sup> May 2020.