

BRADNINCH TOGETHER

POLICY 04 Privacy Notice (v2 01.02.24)

| Nº | Procedure | More info |
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| 1. | <p>This policy defines how Bradninch Together (BradTog), a Community Interest Company (CIC) approaches data protection and confidentiality and how we gather, use and store data, in line with current General Data Protection (GDPR) legislation.</p> <p><i>At the time of reviewing this policy, we have used the Information Commissioners Office (ICO) guidance and appointed a Director to oversee Data Protection matters and compliance.</i></p> | <p>www.ico.org.uk</p> |
| 2. | <p>BradTog contact details:</p> <ul style="list-style-type: none">Registered company address; Bradninch Together CIC, 72 Cider House, West End Road, Bradninch, EX5 4QSCompany Number; 13111125BradTog Data Protection enquires; secretary@bradtog.org.uk | |
| 3. | <p>The types of information BradTog holds:</p> <ul style="list-style-type: none">Personal identifiers; names, addresses, phone numbers and emails.Spreadsheets of volunteer activity; which Bradninch zone contacted, who made the request, who received help, who delivered the help, the type of support, the date and the location of the recipient.Financial and personal information; names, area location, the reason for an application, bank account details and the value of each BradAid grant.Safeguarding information; which would be selected from the information detailed above. No separate information is held. | <p>Policy 02; Safeguarding</p> |
| 4. | <p>How BradTog acquires information: most of the personal information we hold is provided directly by individuals for one of the following reasons;</p> <ul style="list-style-type: none">You have volunteered with BradTog, or participated in an affiliated project.You, or your representative, has requested support.You have applied for BradAid for yourself or on behalf of someone.You have registered to attend a BradTog event.You have asked to receive news and updates from BradTog. | |
| 4. | <p>Lawful Processing; under GDPR the lawful bases for BradTog processing information are;</p> <ul style="list-style-type: none">Your consent; which you can withdraw at any time by contacting secretary@bradtog.org.uk. Individuals must consent to us holding contact details when volunteering with BradTog or to affiliate your project with us.BradTog has a legal obligation relating to safeguarding.Subject Access Request (SAR) you have a right to request a copy of the personal information we hold. Make a SAR request to secretary@bradtog.org.uk. | <p>Policy 02; Safeguarding</p> |

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| <p>5.</p> | <p>What BradTog does with information: we use the consensually given information in order to;</p> <ul style="list-style-type: none"> • Keep volunteers and affiliated projects up-to-date on operational matters, usually by digital communications. • When using social media, we do not post directly to individuals, we use established 'group posts' and our own pages. • To administer practical support across our zones. • We use contact information to manage BradTog events. • We use contact information to keep interested persons informed of BradTog news. • We will send information we consider appropriate detailing third party events or requests for help to our volunteer data base. • We process BradAid grants, by digital communications and secure online banking. Personal bank details are deleted after a grant payment has been made. BradTog has made provision for paper applications to BradAid, these forms are destroyed once processed into a digital format. | |
| <p>6.</p> | <p>How we store information and for how long: personal information is stored securely in password protected spreadsheets, accessible to the BradTog Steering Group. Logs of the practical support, delivered within each zone across Bradninch & Hele, are updated by each zone Coordinator. These zone records are viewable by the individual zone Coordinators and the BradTog Steering Group. The Steering Group and Zone Coordinators retain personal volunteer data on WhatsApp groups to facilitate the fulfilment of requests for assistance.</p> <p>When the following timescales are reached data will be deleted;</p> <ul style="list-style-type: none"> • Volunteer information for as long as you volunteer for BradTog, then for 12 months after you cease to volunteer. • Contact details for recipients of practical support, from when they last make a request, for 12 months. • Names of BradAid recipients for 3 years, to manage any grant cycle. • Contact and bank account details only for as long as they are needed to administer a BradAid grant. Our bank will hold transaction details. • Potentially but not necessarily contact details for event attendees for 12 months following the conclusion of the event, to enable feedback and follow up. • Mailing list contacts for as long as you wish to receive updates. • Safeguarding records for 3 years. • Deletion of your personal data can take place at any time, at your request by emailing secretary@bradtog.org.uk. We may ask for proof of identity prior to completing a request. | |
| <p>7.</p> | <p>Your data protection rights: under GDPR data protection law, you have rights including;</p> <ul style="list-style-type: none"> • A right of access; you have the right to ask us for copies of your personal information, called Subject Access Request (SAR) • A right to rectification; you have the right to ask us to correct | |

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| | <p>information you think is inaccurate.</p> <ul style="list-style-type: none"> • A right to ask us to complete information that you think is incomplete. • A right to erasure; you have the right to ask us to erase your personal information in certain circumstances. • A right to restriction of processing; you have the right to ask us to restrict the processing of your information, in certain circumstances. • A right to object to processing; you have the the right to object to the processing of your personal data, in certain circumstances. • A right to data portability; you have the right to ask that we transfer the information to another organisation, or to you, in certain circumstances. <p>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. If you wish to make a request email secretary@bradtog.org.uk</p> | |
| <p>8.</p> | <p>Problem Solving: in the event of a data breach BradTog will inform the appropriate authorities and act on their advice.</p> <p>If you have a problem with BradTog’s handling of your data, first let us know so we can address your concerns by using our Problem Solving policy available on our website or by emailing problemsolving@bradtog.org.uk</p> <p>If your issue remains unresolved you can complain to the ICO if you are unhappy with how we have used your data. Information Commissioner’s Office www.ico.org.uk Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF Helpline telephone 0303 123 1113</p> | <p>Policy 01; Problem Solving and Complaints</p> |
| <p>9. <small>SW/SE</small></p> | <p>Approval & Review: This policy was approved by the Directors of Bradninch Together Community Interest Company on 12 October 2021 and is reviewed biannually.</p> | <p>Annual Review Date January 2026</p> |
| | <p>Bradninch Together Policies</p> <ul style="list-style-type: none"> • Policy 01: Problem Solving & Complaints • Policy 02: Safeguarding • Policy 03: Health & Safety • Policy 04: Privacy Notice (Data Protection & Confidentiality) • Policy 05: Equality & Diversity | |
| | <p>Bradninch Together Guidance Notes</p> <ul style="list-style-type: none"> • 001 Guidance: Welcome to Bradninch Together • 002 Guidance: Person to Person Contact and Safety • 003 Guidance: Collection of Pre-Paid Shopping & Prescriptions • 004 Guidance: Cash & Card Shopping and Reimbursement • 005 Guidance: No Answer at the Door | |