

## **Medway Voluntary Action**

### **Privacy Policy**

This policy reflects the changes to data protection following the introduction of the General Data Protection Regulation (GDPR) as it applies to the UK, tailored by the Data Protection Act 2018.

Medway Voluntary Action is committed to safeguarding and preserving the privacy of those people who use its services either on line or in person. This policy explains what happens to any personal data we hold.

We provide individuals with all the following privacy information:

- The name and contact details of our organisation.
- The name and contact details of our representative (if applicable).
- The purposes of the processing.
- The lawful basis for the processing.
- The legitimate interests for the processing.
- The categories of personal data obtained (if the personal data is not obtained from the individual it relates to).
- The recipients or categories of recipients of the personal data.
- The retention periods for the personal data.
- The rights available to individuals in respect of the processing.
- The right to withdraw consent (if applicable).
- The right to lodge a complaint with a supervisory authority.
- The source of the personal data (if the personal data is not obtained from the individual it relates to).
- The details of whether individuals are under a statutory or contractual obligation to provide the personal data (if applicable, and if the personal data is collected from the individual it relates to).
- The details of the existence of automated decision-making, including profiling.

#### **Information we collect**

For staff and Volunteers:

- Name and address
- Phone number
- E-mail address
- Date of Birth

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- Next of kin details
- Bank details & NI Number (staff only)

For MVA Members and those attending training/events

- Name and Business Address
- E-mail address
- Phone numbers

For subscribers to the newsletter/bulletin

- Name
- E-mail address

For visitors to the website

- E-mail and contact details if registering with us
- Information about your use of our site including details of your visits such as pages viewed and the resources that you access. This includes traffic data, location data and other communication data
- IP address

### **Use of Personal Information**

We use the information that we collect to provide our services. In addition to this we may use the information for one or more of the following purposes:

- To provide information to others that they request from us relating to our services.
- To provide information to others relating to other products or services that may be of interest to them.
- To promote forthcoming events, training classes etc.
- To send out newsletters and bulletins that could include changes to our website
- For recruitment purposes – in particular, to determine the candidates' suitability for a specific role.
- To meet our obligations under the employment contracts and comply with legal obligations
- To contact staff relatives in cases of emergency

We use third parties to process some staff data, in relation to HR and payroll services. All data that is transferred for these purposes is done securely and with encryption.

### **Lawful Bases**

Of the six lawful bases for processing the data, we use:

- Consent: the individual has given clear consent for us to process their personal data for a specific purpose.
- Contract: the processing is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract.

- Legal obligation: the processing is necessary for you to comply with the law (not including contractual obligations).
- Legitimate Interests: the processing is necessary for your legitimate interests or the legitimate interests of a third party

These are used as follows:

Staff, ex staff and volunteers: Contract

Job applicants: Consent

MVA Trustees: Legal Obligation

MVA Members: Consent

Newsletter subscribers and attendees on training: Legitimate Interests

Visitors to the website: Legitimate Interests

Where consent has been provided in advance we may allow selected third parties to use data to enable them to provide information regarding unrelated goods and services which we believe may be of interest. Where such consent has been provided it can be withdrawn at any time.

### **Use of Cookies**

A cookie is defined as a small piece of data sent from a website and stored on the user's computer by the user's web browser while the user is browsing. There are two types of cookies: those that are used to perform basic tasks and those that are used for analytics.

By using our website, our social media pages (such as Facebook, Twitter, YouTube, and Instagram), and/or subscribing to our services, visitors agree that, unless they have disabled them within their own internet browser, we can place them on their device and use that data in accordance with this Policy.

### **Storing Personal Data**

In operating our website it may become necessary to transfer data that we collect to locations outside of the European Union for processing and storing. By providing personal data to us, it is agreed that we can process that data. We will ensure that data is treated and stored securely.

Unfortunately the sending of information via the internet is not totally secure and on occasion such information can be intercepted. We cannot guarantee the security of data sent to us electronically.

### **Individuals' Rights**

Under data protection legislation, individuals have rights over the data companies and organisations hold about them. They are as follows:

*Right to be informed:* MVA will provide individuals with information that includes the type of data we collect, the purposes and lawful bases for processing their personal data, our

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retention periods for that personal data, and who it will be shared with. This is all contained within the Privacy Notice.

*Right of access:* individuals have the right to request access to the data MVA holds about them. We have to provide that information, unless there are legal exceptions. To receive that information, they need to send a description of the information required along with proof of their identity to the contact address at the bottom of this policy.

*Right to rectification of inaccurate data:* individuals have the right to having any inaccurate information corrected punctually. Accurate data is important to MVA and therefore we are constantly taking steps to correct any inaccuracies.

*Right to erasure:* individuals have the right to have their personal data deleted. MVA will honour such requests, subject to certain exceptions (as defined by The Information Commissioner's Office)

*Right to restrict processing:* MVA will restrict the processing of some or all of any personal information if there is a disagreement about its accuracy, or we're not lawfully allowed to use it.

*Right to data portability:* if MVA processes personal information that has been provided by consent or is being used to carry out a contract with that individual, and is being processed by automatic means, we have to supply that information, if requested, to the individual, or another service provider in a machine-readable format.

*Right to Object:* individuals have the right to object to MVA using their data if it is based on legitimate interests; for direct marketing or for statistical/research purposes.

*Right to lodge a complaint:* MVA will treat any complaint seriously, and will act on it within the timescales set out in the Complaints Policy.

### **Third Party Links**

We include links to third parties on our website; these links do not mean that we endorse or approve that site's policy towards visitor privacy. Individuals should review their privacy policy before sending them any personal data.

### **Data Retention**

We have a separate policy detailing that we will keep data for no longer than is necessary for the purposes for which the personal data is processed.

### **Contacting Us**

E-mail: [info@mva.org.uk](mailto:info@mva.org.uk) regarding any matter relating to this privacy policy