



Telford and Wrekin
CVS
Involving, Inspiring, Supporting

How we use your personal details

General Data Protection Regulation (GDPR)
ico.org.uk

Telford and Wrekin Council for Voluntary Service

**Suite 12 & 15 Hazledine House, Central Square, Telford Centre,
Telford, Shropshire, TF3 4JL
01952 916035**

Information we collect

We collect personal information from visitors to our website through the use of online forms and every time you email us your details. We also collect information about you and your families circumstances (case notes). In addition, we receive information about our own staff and people who apply to work for us.

- Information about people who use our website
- Information about people who share their experiences with us by other means
- Information about our own staff and people applying to work for us

Security

We are strongly committed to data security and we take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard and secure the information you provide to us. Only authorised employees and contractors under strict controls will have access to your personal information.

Information about people who use our websites

Please note that this statement does not cover links within this website to other websites. When you browse through the information on this website, it does not store or capture your personal information. We do log your IP address (as it is automatically recognised by the web server) but this is only so you can download this website onto your device rather than for any tracking purpose; it is not used for any other purpose.

We will only collect personal information provided by you, such as:

- feedback from surveys and online forms
- email addresses
- preferred means of communication.

Cookies

Please be aware that some systems on our websites require the use of cookies, but we will always state if this is the case. We will never collect and store information about you without your permission.

How we will use your personal information

Personal information about you can be used for the following purposes:
in our day-to-day work;

- to send you our newsletter where you have requested it
- to respond to any queries you may have
- to improve the quality and safety of care

This may include any personal information that you choose to share with us, but we will treat this as confidential and protect it accordingly.

We will never include your personal information in survey reports.

Where personally identifiable information is collected we will ensure that we have your consent to keep it and we will be clear on how we intend to use your information. We will aim to anonymise information where we can but there may be instances where this is not possible in order to make change happen on your behalf. There may be exceptional circumstances where we can and will keep the data without consent but we must have a lawful basis for doing so, such as for safeguarding purposes.

We ensure that where consent is required it will be freely given, used only for agreed specific and unambiguous purposes and that you are well informed about how the information will be kept. This includes where it will be stored, details on security and for how long it will be kept. We will comply with current data protection legislation at all times.

Personal information may be collected with your consent through:

- Our signposting and advice services
- When we receive information by phone, case work or through surveys

Personal data received from other sources

On occasion we will receive information from families, friends and carers of people who access our health and social care services (projects). We use this data to inform providers and commissioners to help them deliver services that work for you.

Where it is practically possible, we will make sure that we have your consent to use information that is about you. We will only process your personal data where there is a lawful basis to do so under current data protection legislation.

Publishing information

In most circumstances we anonymise our data to ensure that a person cannot be identified, unless this has been otherwise agreed and consent has been given.

Our data systems

Telford and Wrekin Council for Voluntary Service provides a secure digital system for each area/project to manage their data. Our organisation processes the data contained within it on behalf of local commissioners and national funders, Telford and Wrekin Council and/or Integrated Care Board. With any partnership agreement (working with other contracted providers we have a Data Processing Agreement is in place to ensure that data is held securely and according to current data protection legislation.

Information about our own staff and people applying to work with us

We need to process personal data about our own staff (and people applying to work for us) so that we can carry out our role and meet our legal and contractual responsibilities as an employer.

The personal data that we process includes information about racial or ethnic origin, religion, disability, gender and sexuality. We use this information to check we are promoting and ensuring diversity in our workforce and to make sure we are complying with equalities legislation.

Our employees decide whether or not to share this monitoring data with us, and can choose to withdraw their consent for this at any time. Employees who wish to withdraw their consent for us to process this data can let us know.

Other personal data that we are required to process includes information on qualifications and experience, pay and performance, contact details and bank details.

We check that people who work for us are fit and suitable for their roles. This may include asking people to undertake [Disclosure and Barring Service](#) (DBS) checks.

We have a legal obligation to comply with the Freedom of Information Act 2000 and this may include the requirement to disclose some information about our employees – especially those in senior or public facing roles. We also publish some information about our staff, including the names and work contact details of people in some roles.

How we share information with other organisations

We can only share personal information with other organisations where it is lawful to do so and in accordance with our Information Governance Policy. We will only disclose your personal information where we have your consent to do so, or where there is another very good reason to make the disclosure -- for example, we may disclose information where we think it is necessary to do so in order to protect a vulnerable person from abuse or harm. Any such disclosure will be made in accordance with the requirements of the current data protection legislation.

Wherever possible, we will ensure that any information that we share or disclose is anonymised, so as to ensure that you cannot be identified from it.

We sometimes use other organisations to process personal data on our behalf. Where we do this, those companies are required to follow the same rules and information security requirements as us, outlined in a Data Processing Contract. They are not permitted to use/reuse the data for other purposes.

Retention and disposal of personal data

We publish a retention and disposal schedule which explains how long we keep different types of records and documents for, including records and documents containing personal data. Personal data is deleted or securely destroyed at the end of its retention period.

Your rights

Your right to access information about you

If you think we may hold personal data relating to you and want to see it please write to jeni.kuczynska@tandwcvcs.org.uk

Correcting or deleting your personal data

If you know that we are holding your personal data and believe that it may be wrong, or if you want it to be deleted or for us to stop using it, you have a right to request that it can be deleted or amended.

Please make your objection in writing to jeni.kuczynska@tandwcvcs.org.uk

Complaints about how we look after or use your information

If you feel that we have not met our responsibilities under data protection legislation, you have a right to request an independent assessment from the Information Commissioner's Office (ICO). You can find details at ico.org.uk.

Our contact details and key roles

Telford and Wrekin Council for Voluntary Service is data controller for some of the personal data that you provide us with. We are also a data processor (where we process information on behalf of our funders.) Any issues relating to the control of or processing of personal data by or on behalf of Telford and Wrekin Council for voluntary Service may be addressed to:

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