

### Introduction

We treat privacy and confidentiality very seriously. We have developed this privacy notice in order to be as clear as possible about the personal information we collect and use.

We comply with all aspects of the UK's data protection law, which includes the European General Data Protection Regulation (GDPR) and the UK's own law.

Please ensure you read this notice carefully and contact us if you have any questions or concerns about our privacy practices.

### Who are we?

We are Wales Council for Voluntary Action (WCVA) registered with the Information Commissioner's Office Z6141301. At WCVA we have a Data Protection Officer who oversees our processing activities that person is Emma Waldron who can be contacted by email at [dpo@wcva.org.uk](mailto:dpo@wcva.org.uk) or by phone on 0800 288 8329.

### Who is the Data Controller?

A Data Controller determines the purposes and means of processing data. WCVA is the Data Controller.

### What this notice covers?

We ask that you read this privacy notice carefully as it contains important information about:

- how we collect your personal information
- the personal information that we collect and use
- the legal bases we rely on to collect and use it
- why we collect and use personal information
- with whom we share personal information
- how long we keep information and how we ensure it is secure; and
- your privacy rights

### How we collect your personal information

When you sign up to become a participant as a Millennium Volunteer, the information you provide when completing your start form will be provided to us by the project staff so that we can record your involvement on the project. When you achieve the volunteering hour milestones as a result of the project, this information will be provided to us so that we are aware of your progress along the Millennium Volunteer Awards.

### What categories of personal data will we collect and use?

Your name

Your date of birth

The county you live in

In some circumstances, your address

### Social Media

Depending on your settings or the privacy policies for social media and messaging services like Facebook, WhatsApp or Twitter, you might give us permission to access information from these services, for example when you publicly tag us in an event photo.

### The legal basis for processing your personal data

The legal basis for processing your personal data is that it is 'necessary for the purposes of legitimate interests pursued by the controller or a third party, in certain circumstances'

What this means is that in order to provide you with your Millennium Volunteer award, we collect information that ensures you are eligible for the award, some of this information will be printed on your award

### **Why we collect and use your personal information**

We collect your name and date of birth to check eligibility on our national database of Millennium Volunteers. We collect your county for monitoring purposes and we collect your name, location and dates and times of volunteering to complete the information stated on your certificate. We may also collect your address to be able to post your certificate to you.

We will only request information that is required for the delivery of the award.

### **Who else will receive my data?**

Your data will be held by WCVA and will not be passed to other parties.

### **Will your data be transferred to a recipient outside the European Economic Area?**

No, all data is held and used within the EU.

### **How long will we keep your data?**

Data will be kept on secure servers until you reach the age at which you are no longer eligible for the award, which is your 26<sup>th</sup> birthday.

We are strongly committed to information 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 including the use of encryption.

Please note that the information you provide will also be retained by the organisation that you provided the information to.

### **What rights do you have?**

You have a number of rights in relation to your personal data which we have. Not all of the rights apply in all circumstances. If you wish to exercise any of the rights, please contact us in the ways detailed in the 'who we are section':

- You have a right of access to the personal information we hold about you
- You have the right to ask us to correct any information we hold about you that you think is wrong or incomplete
- You have the right to object to any processing of your personal information where we are relying on a legitimate interest to do so and you think that your rights and interests outweigh our own and you wish us to stop. There may, however, be legal or other legitimate reasons why we need to keep or use your information. If this is the case, we will consider your request and explain why we cannot comply with it. You can ask us to restrict the use of your personal information while we are considering your request.
- You have the right to object if we process your personal data for the purposes of direct marketing. If you no longer want to receive communications from us, please contact us. We will stop sending you communications but will continue to keep a record of you and your request not to hear from us. If we deleted all of your information from our direct marketing databases, we would have no record of the fact that you have asked us not to communicate with you and it is possible that you may start receiving communications from us at some point in the future, if we obtain your details from a different source.

- You have the right to ask us to delete your information. This is also known as the right to be forgotten or to erasure. We will not always agree to do this in every case as there may be legal or other legitimate reasons why we need to keep or use your information. If this is the case, we will consider your request and explain why we cannot comply with it. You can ask us to restrict the use of your personal information while we are considering your request.
- Where our processing of your personal information is based on your consent, you have the right to withdraw it at any time. Please contact us if you want to do so.
- You may have a right to obtain the personal information that you have given us in a format that be easily re-used and to ask us to pass this personal information on in the same format to other organisations. Please contact us to find out if this right applies to you.

### **Who should you complain to?**

In the first instance, this should be to WCVA's Data Protection Officer as outlined under 'Who are we' but you do have a right to lodge a complaint with the Data Protection Regulator, the Information Commissioner's Office (ICO) and they can be contacted on 0303 123 1113 or by email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

### **Changes to this privacy notice**

This privacy notice was last updated on June 2018. We keep this privacy notice under regular review and may change it from time to time by updating this page in order to reflect changes in the law and/or our privacy practices. We would encourage you to check this privacy notice for any changes on a regular basis.