

Community Action Norfolk

General Privacy Notice

This general privacy notice covers our processing of your data as part of our general communications with you and delivery of organisational support services.

Our basis for processing your data

Community Action Norfolk is a charity that provides support to communities and organisations to help create a stronger fairer Norfolk. To do this we need to process certain pieces of personal information.

Most of your personal data is processed in compliance with the Legitimate Interests condition. This says that if we have a good reason to process your personal data then we may do so without your explicit consent so long as there is no unwarranted impact on you. Broadly we will have obtained your information because you have given it to us, it has been gathered as part of our work with you or you have been identified as a contact for a charity, parish council or similar organisation.

In general we use this data to communicate with you, mainly by email but occasionally by phone or post. We communicate with in order to provide you with information we believe will be relevant and helpful to the organisation or community activities you are connected with or to provide you with direct support.

When doing this we provide you with privacy information and links to allow you to opt-out of some or all future contact.

If you signed up directly for our newsletters via our website after the 24th May 2018 you will have been asked for consent. Where your consent has been obtained we process your data on the basis of this.

Depending on the other services and agreements we have with you we may process your data in other ways. Where this is the case we will provide you with additional privacy information.

In more detail how we use your data

- To send you communications which you have requested or that may be of interest to you. These may include information about campaigns and other new projects, services or initiatives;
- Contact your organisation about it's services or information specific to them.
- To identify the right person in the organisation where appropriate.

- to understand what we can do for you and to inform you of other relevant services;
- To confirm your organisations details, services and eligibility for some services;
- To help us to build up a picture of how we are performing and evaluate our services;
- To promote our services (we seek permission before using attributed quotes etc)
- To maintain our own accounts and records;
- To seek your views, opinions or comments;
- To notify you of changes to our projects, services, events and staff/trustees or other role holders;
- To process relevant financial transactions including grants, memberships and payments for services
- To allow the statistical analysis of data so we can plan the provision of projects/services

What data we hold

- Your email address
- Your name and/or name of the organisation you are the contact for

In some cases, we also hold:

- Additional contact details such as phone numbers or addresses
- Your connection to organisations we are aware of (such as being the Chief Executive of Community Action Norfolk)
- Details of work we have done for/or with, events you have attended etc
- Photo and other recording of you at events where you have not objected to this.

How we store it

- We hold your information on our database (CRM), which is secure and only accessible by our team. This is the information we use to record our work with you.
- We hold a mailing list (which you are receiving this through) on Mailchimp, which is secure and only accessible by the members of our team who administrate it.
- Personal information will also be contained on the email software and accounts of team members who are working with you.

Processing by other parties

In order to undertake the activities outlined above we rely on some services provided by third parties who therefore technically process or hold your data on our behalf but only for the purposes highlighted above.

Offsite backups are securely held by InTouch Systems as part of our disaster recovery plan, to ensure that we can get back up and running quickly in the event of a disaster. In addition InTouch Systems also supplies us with web and database hosting. This is held in secure UK servers.

We transfer data to Mailchimp who provide us with email and marketing services. This data may be stored or transferred outside of the European Economic Area (EEA). MailChimp participates in and has certified its compliance with the EU-U.S. Privacy Shield Framework and the Swiss-U.S. Privacy Shield Framework.

We transfer information to Microsoft as part of its provision of cloud services to us (Office 365, Microsoft Azure). This data may be stored or transferred outside of the European Economic Area (EEA). Microsoft adheres to the principles of the EU-U.S. and Swiss-U.S. Privacy Shield frameworks.

How long do we keep your personal data?

For general communications we will retain your data and process it as outlined above until you request that we cease or your contact details appear to be no-longer valid. We will keep some records permanently if we are legally required to do so. We may keep some other records for an extended period of time. For example, it is currently best practice to keep financial records for a minimum period of 6 years to support HMRC audits or provide tax information. We may have legal obligations to retain some data in connection with our projects/services for an extended period of time. In general, we will endeavour to keep data only for as long as we need it. This means that we will delete it when it is no longer needed.

GDPR & Your Rights

The EU General Data Protection Regulation (GDPR) is designed to protect individual residents of the EU's identities and right to privacy. In essence this gives people the right to know, understand and more importantly control what personal data any organisation collects about them.

- You can read more about your rights under GDPR here <https://ico.org.uk/your-data-matters/>
- You can read more about organisations responsibilities under GDPR here <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>

How to contact us

This Privacy Information is provided to you by Community Action Norfolk which is the data controller for your data. Community Action Norfolk is a registered charity (no 1056750) and company limited by guarantee (no 3190820). Our date protection registration no. is Z9913505. **Our registered address is Ambassador Way, Greens Road Dereham, Norfolk. If you have any questions call 01362 698216 or email office@communityactionnorfolk.org.uk.**

Further processing

If we wish to use your personal data for a new purpose, not covered by this Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.

Your right to complain to the ICO

You can report any concern you have to the ICO <https://ico.org.uk/concerns/>. However, we would always hope to be able resolve and queries or problems first so if you do have any concerns please do get in touch.

Changes to this notice

We keep this Privacy Notice under regular review and we will place any updates on our website at <http://www.communityactionnorfolk.org.uk/sites/content/privacy>