

PRIVACY NOTICE

Contact

Name: Castle Point Association of Voluntary Services (CAVS)

Address: CAVs Castle Point Borough Council, Kiln Road, Benfleet, Essex. SS7 1BU

Phone number: 01268 214000

Email: office@cavsorg.uk **Website:**

<https://www.cavsorg.uk/>

Registered Charity No: 1103968

Company No: 4856677

About Us

CAVS, Castle Point Association of Voluntary Services is a not-for-profit charity and Council for Voluntary Service with a strong, respected community presence in Essex. Formed in 1994 the organisation became incorporated in 2003 and we are limited by guarantee. We provide a range of frontline community services across Castle Point, Rayleigh and Rochford that supports the elderly through our Befriending Service, assistance to families with children and young people through our Family Mentoring Service and health and wellbeing advice and guidance through Social Prescribing and Ways to Wellness. Our Schemes are underpinned by a valued and dedicated volunteer network.

What is Personal Data?

Personal Data is information that can be used to help identify an individual, directly or indirectly, such as a name, an identification number, location data, an online identifier or one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that person.

We process people's personal data ensuring we are complying with the law and safeguarding individual's rights and privacy. This makes us a Data Controller, with accountability for the lawful and ethical handling of personal data throughout its lifecycle. The information provided to us, enables individual's to register for our services or to sign up as a volunteer.

What Information we collect and why

We collect a variety of personal and non-personal information which generally may include:

- Personal identifiers, contacts, characteristics (for example, name and contact details). This is information to help us identify who you are.
- Some 'Special Category Data' (for example, date of birth, gender, marital status, ethnicity, languages spoken, health, and social circumstances). We need to collect this to enable us to provide services to you or to facilitate your work as an employee volunteer, contractor, CAVS member, service user or job applicant.
- CAVS will only collect criminal conviction data where it is appropriate, given the nature of the role, and where the law permits us.
- Photos, videos, audio files. With your consent, we make use of these to help promote our services.

We collect only the information we require to complete our work and only with your permission.

PRIVACY NOTICE

How we collect personal information from you and why we need it

The information you provide to us comes through a variety of channels, such as face-to-face meetings, verbally over the telephone, online video, emails, through application forms, social media, Facebook, Twitter, Linked In, general website enquiry forms, or when you use any of our services.

Legal Bases

The legal bases for legitimately collecting and processing personal data is outlined in Article 6 of the UK GDPR and to which we adhere; Consent, Contractual Necessity, Legal Obligation, Vital Interests, Public Task and Legitimate Interests.

This ensures that our data processing activities are lawful, transparent and respectful of individuals' rights under UK GDPR because:

- CAVS is a service provider
- You have given CAVS permission to collect your personal data. This consent may be explicit (you have signed a form) or implicit (you have used a service we provide such as our website)
- Processing your personal information is compliant with UK GDPR

We only share the personal information with third parties necessary to deliver our services and we have contracts in place that require third parties to keep your personal information secure and not to use it for any other purpose.

How we store and use your personal information

We are committed to safeguarding your personal data under the provisions of the UK GDPR. Any personal information held by CAVS will exclusively be used by employees for the following purposes; to keep you informed about available services, provide services to you, or facilitate volunteer work with us.

To ensure the utmost security of your personal information, we implement rigorous internal policies and stringent controls to prevent data loss, accidental destruction, misuse, unauthorised access or improper disclosure. Your data is securely retained on our CRM database.

Your personal data will be retained only for the legal duration and we are committed to maintaining the highest standards of data protection.

Retention

Retention in the context of the UK GDPR requires us to carefully and systematically manage your data to ensure that it is retained only for as long as necessary to fulfil its intended purpose. If you require information about our data retention please contact us.

You have the right to request the deletion of your data (the 'right to be forgotten') if the data is no longer necessary for the purpose for which it was collected.

Sharing of Information

We do not share your personal information with companies, organisations, or individuals except in the following cases:

- We have your consent to do so. We will only share personal information outside of CAVS when we have your express permission and we would make you aware of the information we are sharing. This equally applies in the sharing of any sensitive personal information.
- For legal reasons – We will share personal information if required to by law enforcement authorities, for example, if a situation arises that requires national security forces needing access or another legal obligation that compels us to release details.
- Data is shared with trusted third parties for the following reasons: IT business support, safeguarding purposes, or employment law advice and support.
- We do not share your data with organisations outside of the European Economic Area (EEA).

We may share non-personal identifiable information publicly and with our partners. For example, to show trends about the general use of our services.

What are your data protection rights?

- **Rights to Access:** The right to be informed about the individual data CAVS holds on you and how it is processed
- **Right to Rectification:** The right to request the correction of inaccurate or incomplete personal data
- **Right to Erasure:** The right to have data deleted in certain circumstances, including any event where you withdraw consent for data to be held.
- **Right to Restrict Processing:** The right to restrict the processing of data
- **Right to Data Portability:** The right to transfer the data CAVS holds on you to another data Controller
- **Right to Object:** You can object to the processing of their personal data
- **Rights related to Automated Decision Making and Profiling:** the right not to be subjected decisions based solely on automated processing, including profiling, which produce legal effects concerning you or significantly affect you
- **Right to Withdraw Consent:** if processing is based on consent, you can withdraw your consent at any time without affecting the lawfulness of processing based on consent before withdrawal
- **Right to be Informed:** the right to be informed about how your data is processed, through Privacy Notices and transparent communication from data controllers
- **Right to Lodge a Complaint:** complaints can be lodged with the Information Commissioner's Office

PRIVACY NOTICE

(ICO) if it is believed data protection rights have been violated

You are not required to pay any charge for exercising your rights. If you make a request, (known as a Data Subject Access Request or DSAR) we have one month to respond to you. Please contact us if you wish to make a DSAR.

CAVS Website

Log Files

Log files are essential for website maintenance, troubleshooting and security. They help our website administrator identify and address issues, monitor traffic patterns and ensure the site operates smoothly. Log files may also contain personal data, especially IP addresses which are considered personal information (under UK GDPR) and for which we are required to be transparent.

Cookies and Web Beacons

Our website utilises cookies and web beacons to enhance user experience and provide valuable insights into website usage. Cookies are small text files that are stored on your device when you visit our site, helping us recognise your preferences and improve our services. Web beacons are tiny, transparent images embedded in web content or emails allowing us to track user interactions. Essential cookies are used for basic site functionality and non-essential cookies, such as performance and targeting for analytics. By using our website you consent to the use of cookies and web beacons. You have the option to manage cookie settings through your browser settings.

Data Protection

If you have any questions about our Privacy Notice, how we use your data, or our approach to data protection in general, you can contact us as follows:

Email: consent@cavsorg.uk

Post: CAVS, Castle Point Borough Council, Kiln Road, Benfleet, Essex. SS7 1TF

Tel: 01268 214 000 Website: www.cavsorg.uk

You can also contact the Information Commissioner's Office (ICO) if you are concerned, or wish to raise a complaint about how we use your data.

- If you have everything saved electronically, you can submit the form and the correspondence by email to casework@ico.org.uk.
- If you only have paper copies, you will need to send the correspondence and the form to Customer Contact, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.
- If you need support with your complaint, you can call the ICO helpline on [0303 123 1113](tel:03031231113) (local rate) or start a live chat on the ICO website.