

Privacy Policy

Introduction

Wessex Community Action (“we”) promise to respect any personal data you share with us and to keep it safe. We aim to be clear when we collect your data and not do anything you wouldn’t reasonably expect.

We do not ever sell or share personal details to third parties.

Where we collect information about you from

We collect information in the following ways:

- When you give it to us DIRECTLY
 - You may give us your information in order to attend one of our events, make a donation, apply for a grant or communicate with us.
- When it is publicly available
 - We may sometimes use information that is publicly available to gain better understanding of our supporters, to improve our products and services.
- When we collect it as you use our websites or email newsletters
 - Like most websites, we use “cookies” to help us make our site, and the way you use it, better.

What personal data we collect and how we use it

The type and quantity of information we collect and how we use it depends on why you are providing it.

Members:

If you are a member, or you are involved with a member organisation, we will usually collect:

- Your name
- Your contact details – address, telephone, email
- In the future we will ask for and record your preferences in terms of how you want us to communicate with you

We will use your data to:

- Provide you with the services, products or information you asked for
- Keep a record of your relationship with us

- Ensure we know how you prefer to be contacted
- Understand how we can improve our services, products or information
- Enable us to produce complete and accurate financial records

Job applicants/Volunteers/Staff:

If you apply to work with us as an employee or as a volunteer with us, we will collect:

- Your name
- Your contact details – address, telephone, email
- CV or job application
- Referee contact details

We will use your data to:

- Assess your initial suitability as an employee/volunteer
- Keep a record of your relationship with us
- Communicate with you
- Enable us to produce complete and accurate financial records

Communications and Marketing

Our marketing communications include information about our training, events, transport services, other projects and other members' services and events which we think may be of interest to you.

With your consent, or where we have a contract with you or a legitimate interest based on a relationship with you (for example your organisation is a member of Wessex Community Action) we will contact you to let you know about our services.

Our communications include information on how to opt out when we send you any marketing. If you don't want to hear from us, that's fine. Just let us know when you provide your data or contact info@wessexcommunityaction.org.uk

If you would like to receive such communications but have not opted in please contact us on info@wessexcommunityaction.org.uk

How we keep your data safe and who has access to it

We ensure that there are appropriate technical controls in place to protect your personal details. We undertake regular reviews of who has access to information that we hold to ensure that your information is only accessible by appropriately trained staff and volunteers.

We may need to disclose your details if required to the police, regulatory bodies or legal advisors.

We will only ever share your data in other circumstances if we have your explicit and informed consent.

In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safe guard and secure the information we collect.

Our Website Policy

We collect and use information throughout our website only as disclosed in this privacy policy. Our website uses cookies to better the user's experience while visiting the website. Cookies are small files saved to the user's computer's hard drive that track, save and store information about the user's interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within this website.

Users are advised that if they wish to deny the use and saving of cookies from this website on to their computer's hard drive, they should take necessary steps within their web browser's security settings to block all cookies from this website and its external serving vendors.

The information we collect via this website may include:

- Any personal details you type in and submit, such as name, email address, etc. in order for us to provide a response to your enquiry.
- Your IP address (this is your computer's individual identification number), and other technical information, which is automatically logged by our server. This is used to note your interest in our website and to ensure any changes that are made to the site are for your benefit.
- Session information stored in cookies. These do not include any personal information and are used to ensure that the correct data is extracted from the database (such as language preference).
- Our website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computer's hard drive in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information. The information they collect is not in any way associated with the details we hold about you online. You can read Google's privacy policy [here](http://www.google.com/privacy.html) for further information:
- Our website is hosted by Krystal and their Privacy Policy can be found [here](https://krystal.co.uk/terms):

Other websites

This statement only covers this website. Any other web sites which may be linked to by our website are subject to their own policy, which may differ from ours.

Social Media Platforms

Communication, engagement and actions taken through external social media platforms that we engage in are subject to the terms and conditions as well as the privacy policies held by each social media platform respectively.

Users are advised to use social media platforms wisely and communicate/engage upon them with due care and caution in regard to their own privacy and personal details. We will never ask for personal or sensitive information through social media platforms and encourage users wishing to discuss sensitive details to contact us through primary communication channels such as by telephone or email.

Our website may use social sharing buttons which help share web content directly from web pages to the social media platform in question. Users are advised before using such social sharing buttons that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account.

Shortened Links in Social Media

Wessex Community Action may, through our social media platform accounts, share web links to relevant web pages. By default some social media platforms shorten lengthy URLs (web addresses). Users are advised to take caution and good judgement before clicking any shortened URLs published on social media platforms by this website and its owners. Despite the best efforts to ensure only genuine URLs are published many social media platforms are prone to spam and hacking and therefore we cannot be held liable for any damages or implications caused by visiting any shortened links.

Resources & Further Information

Data Protection Act 1998
Privacy and Electronic Communications Regulations 2003
Twitter Privacy Policy
Facebook Privacy Policy
Google Privacy Policy
Linkedin Privacy Policy
Mailchimp Privacy Policy

Retention of data

We will not retain your information for longer than is necessary. This will normally be for a maximum of seven years after our relationship with you has ceased.

Keeping your information up to date

We would really appreciate it if you could let us know if your contact details change. Please let us know at info@wessexcommunityaction.org.uk

Your right to access any information we hold about you, make changes to that information or ask us to stop using your data

You have a right to ask us to stop processing your personal data, and if it's not necessary for the purpose you provided it to us for (eg registering you for some training or an event) we will do so.

Contact us on 01722 326822 or info@wessexcommunityaction.org.uk if you have any concerns. You have a right to ask for a copy of the information we hold about you. If there are any discrepancies in the information we provide, please let us know and we will correct them.

If you have any questions please send these to info@wessexcommunityaction.org.uk. For further information please see the Information Commissioner's website <https://ico.org.uk/>

Changes to this policy

We may change this Privacy Policy from time to time. If we make any significant changes in the way we treat your personal information we will make this clear on the Wessex Community Action Website or by contacting you directly.

If you have any questions, comments or suggestions, please let us know by contacting info@wessexcommunityaction.org.uk.

This policy was last reviewed in May 2018