

## **Privacy and Access Rights Policy**

This policy aims to inform you of your rights and our obligations in relation to your personal data, and sets out how CommUNITY Barnet uses and protects any information that you provide when using our website or if you contact us by phone, letter or email to enquire about our services, events etc. This policy will allow us to continue to communicate with you in the future using electronic and non-electronic means in accordance with the law and your rights.

This policy applies to CommUNITY Barnet and all its subsidiaries -

Healthwatch Newham; Barnet Wellbeing Service; Enfield Connections; Brent Young People Thrive; Volunteer Centre Barnet and Hillingdon Young People Thrive.

CommUNITY Barnet is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy policy. If you are under 16 years of age, a person legally responsible for you will need to give their consent.

CommUNITY Barnet is the 'data controller' for the purposes of this policy, and the policy extends to its staff, trustees, volunteers and anyone else processing data on our behalf from time to time.

Under GDPR Organisations are permitted to process data if they have a legal basis for doing so. CommUNITY Barnet processes data on one or more of the following conditions:

- Explicit and informed consent has been given by the person whose data is being processed
- There is a legitimate interest in processing data
- It is necessary in relation to a contract or agreement which the person has entered into or because the person has asked for something to be done so they can enter into a contract or agreement.
- There is a legal obligation on CommUNITY Barnet to process the data

Where relying solely on consent as the basis for processing data, we request your explicit consent and you can modify or withdraw this consent at any time.

CommUNITY Barnet may change this policy from time to time by updating this page. Regardless of any change to this policy, we will continue to process your personal data in accordance with your rights and our obligations in law. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from the date stated at the end of this document.

### **What data do we collect?**

We collect some personal information in order to deliver our services and respond to queries and requests for information, service and support, running training, seminars, workshops and events, support sector organisations, promoting and best practice and keep partners, service users and community members up to date with our work and local developments.

To do so we may collect the following information:

- name and surname
- job title and employer
- contact information including address, phone numbers and email address
- demographic information such as postcode, preferences and interests
- other information relevant to customer surveys and/or offers

### **What we do with the data we process?**

We require this information in order to understand your needs and provide you with a better service, and in particular for the following reasons:

- internal record keeping
- we may use the information to improve our products and services
- we may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided if you have requested it
- from time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or post. We may use the information to customise the website according to your interests.
- we may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

We will not sell, distribute or lease your personal information to third parties unless we have your explicit permission or are required by law to do so. We will not sell anyone's personal data for commercial purposes. The only services we might help to promote in this way are also non-profit community or voluntary services.

### **Your rights in relation to your personal data**

- You may request details of personal information which we hold about you. If you would like a copy of the information held on you, please submit your requests in writing to [contact]. A small fee may be payable if an information request is particularly onerous.
- You may choose to restrict the collection or use of your personal information, but this may inhibit or limit the way in which we are able to interact with you. If you wish to restrict the data we hold about you, please contact us in writing. (see contact details below).
- You may request deletion of the data we hold about you at any time in writing, subject to any legal obligation on CommUNITY Barnet to retain data, such as the retention of Gift Aid records for Her Majesty's Revenue and Customs or safeguarding purposes. If you wish to unsubscribe please contact us in writing. (see contact details below).
- If you believe that any information we are holding on you is incorrect or incomplete, please contact us in writing as soon as possible (see contact details below). We will promptly correct any information found to be incorrect.

### **Data Security and Store**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

All information you provide to us is stored on secure servers based in the UK or in secure paper files.

Persons processing data on our behalf do so in accordance with this policy and on the basis that we are satisfied that they can and will adhere to our high standards for data protection and security.

The transmission of information over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet. You are responsible for keeping the password you use to login to our website or App confidential; we cannot see your password and will not ask you for your password.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

The transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

### **Web browsing and Cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

We may also collect and store information about your browsing device, including, where available, your IP address, operating system and browser type.

### **Links to other websites**

Our website may contain links to other websites of interest. However, when using these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy policy. You should exercise caution and look at the privacy statement applicable to the website in question.

### **Contact us**

Should you have any questions, comments and requests regarding this privacy policy, please submit them in writing by email to [info@communitybarnet.org.uk](mailto:info@communitybarnet.org.uk)(link sends e-mail) or by writing to us at 1st Floor, Barnet House, 1255 High Road, London, N20 0EJ.

**Procedure Authorisation and Adoption**

Adoption date

17/05/2018

Review Date

17/05/2020