



**Telford and Wrekin CVS**  
*Involving, Inspiring, Supporting*

# *How we use your personal details*

*General Data Protection Regulation (GDPR)*  
*[ico.org.uk](http://ico.org.uk)*

**Telford and Wrekin Council for Voluntary  
Service**

**Suite 12—15 Hazledine House, Central Square, Telford  
Centre, TF3 4JL— 01952-240209**

## **Information we collect**

We collect personal information from visitors for our website through the use of online forms and every time you email us your details. We also collect information about you and your families circumstances (case notes). In addition, we receive information about our own staff and people who apply to work for us :-

- information about people who use our website
- information about people who share their experiences with us by other means
- information about our own staff and people applying to work for us

## **Security**

We are strongly committed to data 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. Only authorised employees and contractors under strict controls will have access to your personal information.

## **Information about people who use our websites**

Please note that this statement does not cover links within this website to other websites. When you browse through the information on this website, it does not store or capture your personal information. We do log your IP address (as it is automatically recognised by the web server) but this is only so you can download this website onto your device rather than for any tracking purpose; it is not used for any other purpose. We will only collect personal information provided by you, such as :-

- feedback from surveys and online forms
- email addresses
- preferred means of communication.

## **Cookies**

Please be aware that some systems on our websites require the use of cookies, but we will always state if this is the case. We will never collect and store information about you without your permission.

## **How we will use your personal information**

Personal information about you can be used for the following purposes in our day-to-day work :-

- to send you our newsletter where you have requested it
- to respond to any queries you may have
- to improve the quality and safety of care

This may include any personal information that you choose to share with us, but we will treat this as confidential and protect it accordingly.

Occasionally we will receive information from families, friends and carers of people who access our health and social care services (projects). We use this data to inform providers and commissioners to help them deliver services that work for you. Where it is practically possible, we will make sure that we have your consent to use information that is about you. We will only process your personal data where there is a lawful basis to do so under current data protection legislation.

### **Publishing information**

In most circumstances we anonymise our data to ensure that a person cannot be identified, unless this has been otherwise agreed and consent has been given.

### **Our data systems**

Telford and Wrekin Council for Voluntary Service provides a secure digital system for each area/project to manage their data. Our organisation processes the data contained within it on behalf of local commissioners and national funders, Telford and Wrekin Council and/or Telford and Wrekin Clinical Commissioning Group. With any partnership agreement (working with other contracted providers) we have a Data Processing Agreement in place to ensure that data is held securely and according to current data protection legislation.

### **Information about our own staff and people applying to work with us**

We need to process personal data about our own staff (and people applying to work for us) so that we can carry out our role and meet our legal and contractual responsibilities as an employer.

The personal data that we process includes information about racial or ethnic origin, religion, disability, gender and sexuality. We use this information to check we are promoting and ensuring diversity in our workforce and to make sure we are complying with equalities legislation.

Our employees decide whether or not to share this monitoring data with us, and can choose to withdraw their consent for this at any time. Employees who wish to withdraw their consent for us to process this data can let us know.

Other personal data that we are required to process includes information on qualifications and experience, pay and performance, contact details and bank details. We check that people who work for us are fit and suitable for their roles. This may include asking people to undertake [Disclosure and Barring Service](#) (DBS) checks. People joining Telford and Wrekin Council for Voluntary Service will be asked to complete a 'declaration of interests' form to identify any services with which they have close links (for example, because they have previously worked there or because the service is run by a close relative) or any other issues which could cause a perceived conflict of interest. Staff are regularly asked to update these forms.

We have a legal obligation to comply with the Freedom of Information Act 2000 and this may include the requirement to disclose some information about our employees – especially those in senior or public facing roles. We also publish some information about our staff, including the names and work contact details of people in some roles.

## **How we share information with other organisations**

We can only share personal information with other organisations where it is lawful to do so and in accordance with our Information Governance Policy. We will only disclose your personal information where we have your consent to do so, or where there is another very good reason to make the disclosure — for example, we may disclose information where we think it is necessary to do so in order to protect a vulnerable person from abuse or harm. Any such disclosure will be made in accordance with the requirements of the current data protection legislation.

Wherever possible, we will ensure that any information that we share or disclose is anonymised, so as to ensure that you cannot be identified from it.

We sometimes use other organisations to process personal data on our behalf. Where we do this, those companies are required to follow the same rules and information security requirements as us, outlined in a Data Processing Contract. They are not permitted to use/reuse the data for other purposes.

## **Retention and disposal of personal data**

We publish a retention and disposal schedule which explains how long we keep different types of records and documents for, including records and documents containing personal data. Personal data is deleted or securely destroyed at the end of its retention period.

## **Your rights**

### **Your right to access information about you**

If you think we may hold personal data relating to you want to see it. Please email [debbie.gibbon@tandwcvcs.org.uk](mailto:debbie.gibbon@tandwcvcs.org.uk) or write to Debbie Gibbon, Suite 12—15, Hazeldine House, Central Square, Telford Central, TF3 4JL.

### **Correcting or deleting your personal data**

If you know that we are holding your personal data and believe that it may be wrong, or if you want it to be deleted or for us to stop using it, you have a right to request that it can be deleted or amended. Please email [debbie.gibbon@tandwcvcs.org.uk](mailto:debbie.gibbon@tandwcvcs.org.uk) or write to Debbie Gibbon, Suite 12—15, Hazeldine House, Central Square, Telford Central, TF3 4JL

### **Complaints about how we look after or use your information**

If you feel that we have not met our responsibilities under data protection legislation, you have a right to request an independent assessment from the Information Commissioner's Office (ICO). You can find details at [ico.org.uk](http://ico.org.uk).  
data that you provide us with. We are also a data processor (where we process information on behalf of our funders. Any issues relating to the control of or processing of personal data by or on behalf of Telford and Wrekin Council for voluntary Service may be addressed to:

## **Our contact details and key roles**

Telford and Wrekin Council for Voluntary Service is data controller for some of the personal data that you provide us with. We are also a data processor, this is where we process information on behalf of our funders. Any issues relating to the control of or processing of personal data by or on behalf of Telford and Wrekin Council for Voluntary Service may be addressed to :-

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