

Voluntary Action Sheffield - DATA PRIVACY NOTICE

Replacing previous versions of this policy on 24/03/2023

This document has been produced to explain how Voluntary Action Sheffield manages the information that we hold about you (your personal data).

Your personal data – What is it?

Personal data is information that relates to a living individual who can be identified from the data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession.

The law on data protection

How we process your personal data is governed in law by the Data Protection Act and General Data Protection Regulation 2016/679 (the "GDPR").

Who are we?

Voluntary Action Sheffield is a registered charity at The Circle, 33 Rockingham Lane, Sheffield S1 4FW. (Charity Number 223007 and Company Limited by guarantee no. 215695).

Voluntary Action Sheffield is registered with the Information Commissioner's Office
<https://ico.org.uk/> (Supervisory Authority).

For most of the data we collect, Voluntary Action Sheffield is the data controller. This means we decide how your personal data is processed and for what purposes. We take your privacy seriously.

In some cases Voluntary Action Sheffield is also the data processor; this means we act on behalf of another organisation and that organisation is the data controller.

What information do we collect about you?

We may collect and process the following information about you:

- Information including your name, address, job title and function, organisation, email address, telephone number and other related details.
- Information that you provide voluntarily on our websites (www.vas.org.uk, www.thecirclesheffield.org.uk, www.sheffieldvolunteercentre.org.uk, www.vcconnectsystem.org.uk; www.sy-nc.org.uk; www.sapn.org.uk) This includes information



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provided at the time of registering to our site, subscription to our services or requesting further services via our websites.

- A record of our contact with you through all channels i.e. online, in person, by telephone etc
- Website usage information is collected using cookies (see section on Use of Cookies).

How do we process your personal data?

Voluntary Action Sheffield complies with its obligations under the GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

We are only allowed to use personal data about you if we have a legal basis to do so, and we are required to tell you what that legal basis is. We have set out in the table below: the personal data which we collect from you, how we use it, and the legal ground on which we rely when we use the personal data.

In some circumstances we can use your personal data if it is in our legitimate interest to do so, provided that we have told you what that legitimate interest is. A legitimate interest is when we have a business or commercial reason to use your information which, when balanced against your rights, is justifiable. If we are relying on our legitimate interests, we have set that out in the table below.

What we use your personal data for	What personal data we collect	Our legal grounds for processing	Our legitimate interests (if applicable)
To register you as a new or prospective client	• Identity • Contact	• Performance of a contract with you	
To process and deliver our engagement	• Identity • Contact • Transaction • Financial data	• Performance of a contract with you	



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To manage payments or collect and recover money owed to us	• Identity • Contact • Transaction	• Performance of a contract with you • Legitimate interests	To recover any debts owed to us
To provide services to you,	• Identity • Contact	• Legitimate interests	To provide services under our grant agreements



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What we use your personal data for	What personal data we collect	Our legal grounds for processing	Our legitimate interests (if applicable)
including support with volunteering, asylum and refugee services, referrals to lunch clubs and Healthwatch services	• Health • Immigration status	• Consent	To meet our legal and policy requirements around safeguarding
To enable us to comply with employment legislation and best practice	• Identity • Contact • Health • Employment status	• Employment • Necessary to comply with a legal obligation	
To manage our relationship with you, including notifying you about changes to our terms or privacy notices	• Identity • Contact • Transaction	• Performance of a contract with you • Necessary to comply with a legal obligation • Legitimate interests	To keep our records up to date

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To enable us to gather feedback about our services	• Identity • Contact • Transaction	• Performance of a contract with you • Legitimate interests • Consent	To study how clients and contacts use our services and to improve our business
To administer and protect our business and our website	• Transaction • Technical • Usage	• Legitimate interests	Running our business, provision of administration and IT services, network security



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What we use your personal data for	What personal data we collect	Our legal grounds for processing	Our legitimate interests (if applicable)
To inform you of news and events relevant to the VCS sector	• Identity • Contact • Marketing and communications • Usage • Profile	• Consent	
To use data analytics to improve our website, products / services, marketing, customer relationships and experiences	• Technical • Usage • Profile	• Legitimate interests	To define types of clients and contacts for our services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy
To make suggestions and recommendations to you about the services that may be of interest to you	• Identity • Contact • Marketing and communications • Technical • Profile • Usage	• Legitimate interests	To develop our services and grow our business

Your rights and your personal data

You have the following rights over your data:

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Right of Access

You have the right to ask for a copy of the information Voluntary Sheffield hold about you. If you would like a copy of the information held about you please write to Data Protection Lead, Voluntary Action Sheffield, The Circle, 33 Rockingham Lane, Sheffield S1 4FW



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Right to Rectification

The accuracy of your information is important to us. If you change your contact details, or any of the other information we hold is inaccurate or out of date, please contact us.

Rights over how we use your data

You have the right to:

- Object to our use of your personal data (known as the right to object); or
- Ask us to delete the personal data (known as the right to erasure); or
- Request the restriction of processing.

There may be legal reasons why we need to keep or use your data, which we will tell you if you exercise one of the above rights.

Right to Data Portability

On request we will provide a copy of the personal data we hold about you, in a CSV format

Right to be Informed

How your data is processed is explained in this Privacy Notice

Rights related to Automated Profiling

Not to be subject to a decision when it is based on automated processing or it produces a legal effect or a similarly significant effect on the individual.

How long we keep data about you

We will keep data for as long as is needed to complete the task for which it was collected. Relationships between Voluntary Action Sheffield and its funders are often long term, and so we expect to keep your data for as long as is stipulated under our funding agreement or for as long as that relationship exists, or until we no longer need it.

Sharing your personal data

Your personal data will be treated as strictly confidential. We will only share your data with third parties outside of Voluntary Action Sheffield with your knowledge or where we have a data processing agreement in place with 3rd party processors (eg our IT and CRM provider).

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We must tell you if we want to pass your information on to anyone else. In general, any information you provide will only be used within VAS and by its service providers/3rd Party Processors, including AJ Systems (our IT provider), and Mail Chimp (to send you e-newsletters). It will never be supplied to anyone outside VAS without first obtaining your consent unless we are obliged or permitted by law to disclose it.

We are also legally required to carry out checks on individuals who donate large donations, and Circle tenants to comply with our duties in respect of anti-money laundering legislation and the prevention of fraud.

Special categories of data

Under GDPR, certain categories of data are described as 'Special categories of data', also known as sensitive data. Among others, this includes information about your health and your religion. The two conditions under which we process special categories of data about you are where you have given explicit consent (which you can withdraw at any time) or where we need them for employment purposes.

Withdrawing your Consent

Where we hold your data on the basis that you have given consent, you can withdraw your consent at any time by contacting your VAS service or emailing info@vas.org.uk, or ringing 0114 2536600.

For communications consent, you can contact us as above or you can click 'Unsubscribe' on any of our communications.

Please note that all processing of your personal data will cease once you have withdrawn consent but this will not affect any personal data that has already been processed prior to this point, unless you also ask for data to be deleted.

Cookies Policy

We use cookies on our website to provide you with a better user experience. We do this by placing a small text file on your device/ computer to track how you use the website.

By using our website you agree to using cookies. Some cookies will be saved for specific time periods, whereas some may last indefinitely. Your web browser should provide you with controls to manage and delete cookies from your device, please see your web browser options.

We use Google tracking cookies on our website.

Email Marketing Messages, Notifications and Subscription

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Any email marketing messages we send are done so through an Email marketing service provider(EMS).

An EMS is a third party service provider of software / application that allows marketers to send out email marketing campaigns to a list of users. Email marketing messages that we send may contain tracking beacons / tracked clickable links or similar server technologies in order to track subscriber activity within email marketing messages. Where used, such marketing messages may record a range of data such as; times, dates, I.P addresses, opens, clicks, forwards, geographic and demographic data. Such data, within its limitations will show the activity each subscriber made for that email campaign.

Any email marketing messages we send are in accordance with the GDPR. We provide you with an easy method to withdraw your consent (unsubscribe) or manage your preferences / the information we hold about you at any time. See any communications and newsletters from Voluntary Action Sheffield for instructions on how to unsubscribe or manage your preferences. Our EMS providers are Mailchimp and Constant Contact. These are based outside the EEC but have contracted to abide by GDPR for the purposes of our mailing list.

We hold the following information about you within our EMS systems:

- First name
- Last name
- Email address
- Location
- Subscription time & date

You can withdraw your consent at any time through our online Communications page, or by emailing info@vas.org.uk or ringing 0114 253 6600. Please note that all processing of your personal data will cease once you have withdrawn consent but this will not affect any personal data that has already been processed prior to this point.

Changes to our privacy statement

We keep our privacy statement under regular review and we will place any updates on this webpage.

This privacy statement was last updated on **23 03 2023**

Complaints Procedure



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If you have any queries regarding your account or if you wish to make a complaint about the Service please contact 0114 253 6600 or info@vas.org.uk. Every effort will be made to resolve your issue.

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