



## PRIVACY POLICY

Pershore and District Volunteer Centre is a registered charity, whose main activities are: recruiting volunteers and promoting volunteering opportunities; providing a community transport scheme for people unable to use public transport; running a community resource centre that provides a range of office services; running a lunch club that provides freshly cooked meals, entertainment and companionship for elderly people; providing various services such as shopping, prescription collection and befriending for members of the community in need; and liaising with statutory and other voluntary organisations to identify needs which can be linked to existing resources.

To make use of the services and facilities provided by the Centre, or to work or volunteer for us, or simply to communicate with us, individuals need to lodge their personal data with the Centre, directly and/or electronically. Personal data can include contact information, such as name, address, telephone number and email address and, if necessary, more extensive information, such as medical conditions and employment history.

Pershore & District Volunteer Centre (PVC), the Data Controller, takes the privacy and security of your personal data very seriously. All personal data is collected and used in accordance with the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018.

The Centre complies with data protection law, including the six principles of the UK GDPR, which are: To process your personal data lawfully, fairly and in a transparent way; to collect and use your personal data only for the valid purposes that we have advised you about; to only process your personal data to the extent necessary; to keep your personal data accurate and up to date; to keep your personal data only as long as necessary; and to keep your personal data secure.

The Centre collects and uses only the information needed to carry out its legitimate business, having identified the relevant UK GDPR lawful processing bases. PVC relies on the following lawful processing bases: consent, contract, legal obligation, legitimate interests, and (for sensitive health data) employment obligations and legitimate activities of a non-profit organisation.

Personal data provided to allow us to claim Gift Aid on donations is shared with HMRC and we are legally obliged to retain it for six years from the end of the financial year of the last donation. Where we hold your contact details in order to communicate with you about our legitimate business, we will use them solely for this purpose under the UK GDPR legitimate interests processing basis. We will never transfer them to third parties, and we will securely destroy them two years after our last contact. Where we hold more extensive personal data about you, and/or our relationship goes beyond simple communication (e.g. employment, service delivery) we will provide you with a Privacy Notice, explaining what data we are using and under which lawful basis, how we use it, who can see it and how long we will keep it.

You have various rights under the UK GDPR, including the right of access to your data, the right to have errors corrected and the right for your data to be deleted. To exercise these rights, please contact us in writing at Pershore & District Volunteer Centre, 1 Billing House, Pershore WR10 1EY or by emailing [admin@pershorevolunteers.org.uk](mailto:admin@pershorevolunteers.org.uk). You can also drop in or telephone us on 01386 554299 to discuss any queries or concerns. You have the right to make a complaint at any time to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.