



BURY
VOLUNTARY,
COMMUNITY
& FAITH
ALLIANCE

Privacy Notice

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1. Introduction

1.1	Bury VCFA is the local infrastructure support organisation for the voluntary and community sector in Bury and we provide a range of services to people, groups and organisations.
1.2	The personal information and data that you share with Bury VCFA is as important to us as it is to you and we commit to treating it carefully.
1.3	Our commitment to data protection is aligned to the Data Protection Act (DPA) 2018 and the General Data Protection Regulation (GDPR.)
1.4	This Privacy Statement outlines our commitment to data protection, how we manage and process data and how that impacts on those who access our services.

2. Our commitment to treating you and your data respectfully

2.1	Bury VCFA is committed to ensuring that any personal information that we hold about you or any individual that engages with our services and support in any capacity is: (a) kept privately and confidential; (b) kept and used in accordance with legislation; (c) managed in line with good practice processes; (d) always follows Bury VCFA's internal procedures.
2.2	Bury VCFA uses your information in line with the way that we agreed with you when you signed up with us. In the event that there is a change to the way Bury VCFA processes and uses your data, we will always seek your consent ahead of any change.
2.3	Bury VCFA will not share your personal information with any third party without your prior consent unless it is in accordance with a statutory request for information where we are required to do so.
2.4	Bury VCFA will not sell your data to anyone in any circumstance.
2.5	This Privacy Statement will be reviewed annually.

3. Why we collect data

3.1	Bury VCFA collect data and information to enable the team to effectively deliver their duties, to provide the services that our members and stakeholders request and to meet our quality, funder, compliance and legal obligations.
3.2	Bury VCFA collects data to communicate and engage with: members of Bury VCFA, stakeholders (professional contacts) across the public, private and voluntary sector, volunteers involved with Bury VCFA, people interested in volunteering in the borough Bury, people applying to work for Bury VCFA, employees of Bury VCFA, members of the public interested in our work.
3.3	Bury VCFA collects data to track progress and to understand the impact of our work across our services and to better understand our stakeholders' experience in order to further develop our offer, aligned to our charitable objects.
3.4	Data helps us to tell the story of what we do

4. What we do with the data that we collect

4.1	Bury VCFA uses the data that we collect to deliver our services and support.
4.2	All personal data stored by Bury VCFA is kept in either: (a) Paper notes (b) Written records (c) Printed information (d) Electronic/digital format.
4.3	All paper-based or printed records and data collected by Bury VCFA is stored in either: (a) a locked cabinet in a locked office (paper files) (b) stored within a digital file on a restricted network (c) on a protected network or within a protected cloud-based database.

5. Consent

5.1	Bury VCFA aims to always collect consent from individuals where their data is collected and then used publicly, i.e. in case studies.
5.2	For the delivery of our services, Bury VCFA may collect specific consent and this is outlined in Section 8.
5.3	For media and case study consent, we assume that consent will remain for 5 years.

6. Media consent

6.1	Bury VCFA uses a range of media to record and share our activity and the impact of the work that we do.
6.2	Bury VCFA uses photography and film at key events and activities and we advise those accessing our services of this when they attend such activities.
6.3	When Bury VCFA uses video and film off-site, we ask for formal consent.
6.4	When Bury VCFA undertakes a case study with an individual, we ask for express consent.

7. How we store data

7.1	Bury VCFA stores data in a number of ways and our database systems, the shared drive and our filing systems are all password protected.
7.2	Simple Connect is the online database that Bury VCFA utilises for day to day 'contact relationship management'. The Simple Connect application and databases are hosted on a server in a UK-based data centre and ensure necessary software and hardware set-up are in place to serve systems and audience needs. Regular backup routines and fall-back processes for any failure points in the infrastructure are in place.
7.3	Our Simple Connect database enables us to record activities, record work undertaken and to retain information on the services that we've provided to our members and contacts.
7.4	The Simple Connect database is cloud-based and individual passwords are allocated to staff when they join the organisation.
7.5	Simple Connect uses a shared drive for storing general information about people that may access our services. All file types that include personal identifying information are password protected in all cases, without exception.

7.6	Bury VCFA uses an online human resources system called Breathe HR and paper-based files for staff records and information.
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8. Collecting data across our services

8.1	Bury VCFA collects a range of data across our services and activities.
8.2	We have legitimate interests for collecting sensitive data as it enables us to achieve our charitable aims.
8.3	The tables below outline how, where and what we collect across our current services.

Bury VCFA Volunteer Services

8. A1	When an individual is referred to our volunteer services, we will take contact information that we use to contact you to inform you of volunteering opportunities as agreed when you discussed your preferences with Bury VCFA.
8. A2	All information for Bury VCFA's volunteer services are recorded electronically either via email or a form that connects to our designated database Simply Connect.
8. A3	Bury VCFA retains contact information for volunteers to undertake a follow up with individual volunteers within three months after they've been referred to a placement to check on progress and whether further support is required.
8. A4	People can 'self-serve' direct to the online platform Simply Connect. Bury VCFA holds password protected access to the individual data included in the Simply Connect database in order to amend and update contacts if required.

Beacon Service

8. B1	Bury VCFA seeks explicit consent from everyone accessing the programme, where personal data is collected. All clients complete a referral form and consent is obtained verbally during initial contact with the Administrative Support Officer.
8. B2	When an individual is referred to the Beacon Service, they will be asked for their consent before the information is passed over to Bury VCFA by the referring person or organisation. Consent is requested before clients can be allocated a Link Worker.
8. B3	Primary consent will be sought by: a) the person making the referral; b) the individual data-subject through a self-referral; c) through a Bury VCFA member of staff or volunteer.
8. B4	A secondary consent question will be asked at first point of intervention by the Beacon Link Worker, where any personal data is used and this will be logged on the individuals' data record in Simply Connect.
8. B5	Personal identifying information will be kept for 7 years

Organisational Development Support

8. C1	Bury VCFA collects the contact information for the person (or people) that we work with from individual VCSE groups and organisations.
8. C2	This information is kept on our database, aligned to the individual contact and the group.
8. C3	Bury VCFA undertakes a periodic review of our contact information included on the database.
8. C4	We periodically encourage our members and contacts at groups and organisations to update us of any key changes for their activities, such a change of key people or address.

e-communications

8. D1	Bury VCFA distribute monthly newsletters and Volunteering e-bulletin.
8. D2	We retain a copy of the email address on our systems, together with the choice of e-bulletin made by the individual aligned to the contact record.
8. D3	If you no longer wish to receive an e-bulletin or any communications from Bury VCFA, you can unsubscribe at any time directly from the e-bulletin or contact the team by telephone, email, via the website or in person. (Please see contact details in 13.7).

Funding: Community investments and grants

8. E1	Where we collect information aligned to community investments and grants, we will store this information for a defined period (usually 7 years).
8. E2	We share information about community investments and grants with the programme funder and we will always share information publicly, as it doesn't relate to a person.
8. E3	Whilst we share the information on the groups or organisations we've funded, we will not ordinarily share personal identifiable information with a partner organisation unless there is a legal requirement or imperative for us to do so.
8. E4	Bury VCFA will not share personal information with any third party, without your prior consent around grants or community investments.
8. E5	Details of financial awards to groups and organisations are publicly available and are published annually.
8. E6	Bury VCFA has no access to the personal data held by those organisations who receive grants or community investments through our programmes and requests for such information relating to such data must be made directly to the recipient organisation.

Membership

8. F1	Where a group or organisation is established as a Bury VCFA member, we retain the information for member communications in line with the Bury VCFA membership agreement.
8. F2	Membership of Bury VCFA is with the group and/or organisation and the contact information of individual people who are part of a member group will not be promoted without the express consent of the individual concerned.

8. F3	Membership of Bury VCFA is terminated at the request of the member, as outlined in the membership agreement.
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9. Recording service level demographic and satisfaction information

9.1	Bury VCFA collects demographic information routinely and consistently across all of the services that we provide to ensure that we're reaching different people across the population and to assess our reach.
9.2	Bury VCFA does not ordinarily align demographic information to personal contact information for our services.
9.3	This information is not perceived to be personal identifying information on its own and the data is processed via the Simply Connect database with the forms destroyed after being inputted.
9.4	No individual is obliged to complete demographic monitoring information at point of service if they choose not to.

10. Bury VCFA volunteer data management

10.1	Bury VCFA stores volunteer contact information in a shared excel file that is password protected.
10.2	Active volunteer email addresses are stored in an outlook distribution list which is accessible to all staff.
10.3	All Bury VCFA volunteer communications will be sent as 'bcc' in all instances.
10.5	Bury VCFA will store volunteer contact information and other personal data for the period that the individual volunteers with Bury VCFA.
10.6	Bury VCFA will retain basic data (including name, address, volunteer role and dates volunteered) about volunteers when they leave their volunteer position to provide monitoring information to funders and to provide references where required.

11. Working for Bury VCFA

11.1	Bury VCFA stores staff information on a password protected online platform called Breathe HR and paper-based information in a locked cabinet.
11.2	Line managers will maintain copies of one-to-one forms and annual reviews only.
11.3	Personal information such as emergency contacts, personal mobile phone numbers and home addresses will be shared internally if required during any business continuity situation or where the safety or security of a staff member is of concern, or we're alerted to a situation that requires emergency contact.
11.4	Bury VCFA will retain key employee data post-employment to be able to process reference requests.

12. Recruitment data management

12.1	Bury VCFA undertakes all recruitment electronically.
12.2	Where an application is received through the post, this will be scanned and processed electronically.

12.3	All personal identifying information collected at application stage will be maintained on file until the recruitment process is completed.
12.4	Contact information of referees will be used if an applicant is successful in their application.
12.5	After 9 months have passed following the completion of the recruitment process, all information relating to any applicant not appointed will be deleted and destroyed.

13. Your data protection rights – under data protection law, you have rights including:

13.1	Your right of access - you have the right to ask us for copies of your personal information.
13.2	Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
13.3	Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances. We may need to keep certain aspects of the data that we hold on record about you, particularly where this is connected to a constituted group or organisation that has received funding from us and we will advise you if this is the case. We will explain to you exactly what information can be deleted and the reasons if we're unable to delete any element of your data.
13.4	Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.
13.5	Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.
13.6	Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.
13.7	<p>You are not required to pay any charge for exercising your rights.</p> <p>If you make a request, we have one month to respond to you. Please contact us if you wish to make a request. Tel: 0161 518 5550, email: admin@buryvcfa.org.uk or write to: The Data Controller (Chief Officer), Bury VCFA, Registered Office: Wolstenholme House, 4 Tenterden St, Bury, BL9 0EG</p> <p>If you require further information about how we use data at Bury VCFA please contact the Chief Officer on 0161 518 5550.</p>

14. Where your data is held

14.1	Bury VCFA holds data on 3 separate hard and cloud-based systems:
14.2	Data is stored on Microsoft's cloud (Azure). The datacentre is Azure UK (South) which is located in London. All data is encrypted using AES 256bit encryption before it leaves your site and then is transferred using 256 bit SSL communication. Data is therefore fully encrypted on site, during transport and at the storage location.
14.3	Breathe HR: https://www.breathehr.com/en-gb/

14.4	Simply Connect database: https://www.simplyconnectsolutions.co.uk/digital-platforms/
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15. Data Protection Registration

16.1	Bury VCFA is registered with the Information Commissioners Officer under registration number: ZA486251
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16. Glossary

Data Controller	The individual with overall control.
Data Processor	The person or organisation who's processing data.
DPA	Data Protection Act.
GDPR	General Data Protection Regulation
ICO	Information Commissioners Office
VCSE	Voluntary, Community and Social Enterprise

17. How to complain

You can also complain to the Information Commissioners Office (ICO) if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113

**Bury VCFA
Wolstenholme House
4 Tenterden Street
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