



The Welbeloved Club

## **Privacy Statement** **(for Members and Volunteers)**

The Data Protection Lead with responsibility for monitoring this privacy notice is Jo Sydes.

### **What is the legal basis and purpose for our holding your personal data?**

The Personal Data we hold and process is necessary for The Welbeloved Club to be able to provide our service to you, for you to donate to us or to enable you to volunteer for us. We therefore have a lawful, legitimate interest to hold your data.

This privacy statement describes how we collect and use personal information about you during and after your relationship with us, in accordance with the UK General Data Protection Regulation (UK GDPR, 2018).

### **What personal data do we hold?**

Information includes:

- Personal details – including the information provided on registration forms for members and volunteers
- Emergency contact/next of kin details (for members and volunteers)
- Emergency medication information (for members and volunteers)
- Safeguarding concerns – including records of all welfare and protection concerns and our resulting actions, meetings and telephone conversations
- Accident and Illness reports (for volunteers and members)
- Correspondence

### **Why do we collect and use your information?**

The Welbeloved Club will record, process and keep personal information on you, and for Members and Volunteers we also collect your next of kin in accordance with the Data Protection Act 2018.

We use this data to:

- Contact donors, members and volunteers regarding The Welbeloved Club
- Put together annual accounts as required by the Charity Commission
- Provide a monthly lunch club
- Ensure we can support our members and any disabilities/mobility requirements they may have
- Ensure that we can reach your next of kin in the case of an emergency
- Provide transport for you (if required) to and from The Welbeloved Club
- Ensure your dietary requirements are provided for
- Safeguard you in accordance with relevant legislation
- Ensure our health and safety obligations, including risk assessment.

### **Collecting information - Where did we get your data from?**

Your personal data was collected directly from you when we first spoke to you and/or from your registration form. The information you provide to us is on a voluntary basis.

### **Storing Information**

- We ensure that access to your records is restricted to volunteers and/or management team working with The Welbeloved Club or others that need access to your details to ensure your safety
- Member/volunteer Registration forms/personal information are kept securely in paper copy by the Administrator and are stored on Computer/Cloud based storage.
- All Members of the Management Team have access to the computer version of member and volunteers information
- We keep data only as long as necessary for the purposes we hold told you about.

### **Who else do we give access to your information and why?**

- Your name, address and/or telephone number may be shared with volunteers of The Welbeloved Club in order to arrange transport (you have the right to refuse your information being shared but, in this case, transport will not be able to be provided).
- Trustees so they can put together annual accounts
- Your phone numbers may be stored in telephones of organisers/volunteers of The Welbeloved Club; including volunteers being added to group WhatsApp chats.
- Any emergency medication information may be shared with volunteers of The Welbeloved Club to ensure your safety while you are being transported to and from the Club or while you are taking part in, or volunteering for, the lunch club.
- Volunteers will be asked to keep your details secure and confidential in the Volunteer policy and will agree to this by signing the Volunteer Registration form.
- We ensure that access to your records is restricted to Volunteers working with The Welbeloved Club or others that need access to your details to ensure your safety
- In case of an emergency, we may by law be required to share your data with the Police or Hertfordshire Safeguarding Board.

### **What we do not do with your personal information**

- We do not use your information to profile you
- We do not give your details to anybody other than Volunteers or Trustees of The Welbeloved Club unless it is to ensure your safety or for emergency medical treatment
- We do not transfer your information outside of the UK
- We do not share your information with any third-party organisations

### **Updating and Keeping Information**

We will ensure that all information is checked and updated with you periodically but expect members and volunteers to update Administrator with details when necessary.

Registration Forms will be kept for up to a year after we have been informed to cancel your registration or stop volunteering for The Welbeloved Club.

### **What are your personal data rights?**

If at any point you believe the personal information we hold on you is incorrect, you want us to correct or delete that information, or you no longer want us to hold that information or contact you, you can exercise your rights under current Data Protection laws. Your rights include:

- Right of access
- Right to rectification
- Right to erasure
- Right to restriction of processing
- Right to data portability
- Right to object

For more information about your personal data rights please visit the Information Commissioner Office website at: <https://ico.org.uk/for-organisations/data-protection-reform/overview-of-the-gdpr/individuals-rights/> or ask a member of the Club to give you further information.

Please note, we will not be able to delete information that is required legally, or to maintain the services we provide to you.

### **Who do I contact if I have an issue with my personal information that you hold?**

Please contact Jo Sydes on **07906 873939** or email [jo@thewelbelovedclub.com](mailto:jo@thewelbelovedclub.com)

Jo fulfils the role of Data Protection Lead for The Welbeloved Club.

### **How do I make a complaint about how my personal data is being held or processed?**

If you wish to raise a complaint about how we have handled your personal data, you can contact our Data Protection Lead who will investigate the matter.

If you are not satisfied with the Data Protection Lead's response, or believe we are processing your personal data not in accordance with current Data Protection regulations, you can contact the Information Commissioner's Office (ICO). Their Helpdesk number is 0303 123 1113.

This Privacy Notice was adopted on 23/09/2020

Reviewed on 1/11/2023.

Signed by Chair of Trustees, on behalf of The Welbeloved Club



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