



COMMUNITY HUB

BOXFORD EDWARDSTONE GROTON

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Community Hub – General Data Protection Regulations (GDPR)

The Community Hub (thereafter referred to as the Hub) is a local support group, made up of local volunteers to support vulnerable people during the Coronavirus outbreak. The Hub is set up to help the residents of Boxford, Edwardstone and Groton with tasks such as shopping, transport, befriending, and basic support during isolation caused by the virus.

Public information: GDPR does not inhibit the use of data for Coronavirus response. GDPR has a clause excepting work in the overwhelming public interest. No one should constrain work on responding to Coronavirus due to data protection laws.

Privacy Notice

As a client or volunteer with Hub we will ask you to provide certain personal information about yourself which includes your name, contact details, and sometimes any medical history/conditions you may have that will help us to provide our services to you.

Introduction

This document explains how Hub, the 'Data Controller', uses the data you provide to us.

Why we need your information

We use personal data to help us provide the most appropriate level of service to our scheme users and volunteers. Without this information the Hub would not be able to provide the services we currently offer to the local community.

Whose data do we collect?

We hold data on those who wish to use the services of, volunteer with or otherwise support the work of Hub.

How we obtain your data

Most of the information we hold about you is or has been provided directly to us by you.

In some cases we may collect data from someone else. This may be by referral from a relative, friend, medical or social services, where necessary, in order to help us to provide our services to you.

What we do with your data and why

The main purposes of our data processing are to:

- Provide appropriate help and services to the users of Hub.
- Communicate with you about the Hub.
- Administer our services where we match volunteers with Hub clients.
- We may use data obtained from other people or organisations to ensure that your contact details are kept up to date, to plan our services and to ensure that appropriate due diligence is carried out to safeguard the volunteers and service users of the Hub.
- We may collect and record the following information (from the data provided by you or your representative), when completing a client service request form, volunteer application form or other Hub (manual or electronic) forms used to help us provide services, information or fundraising activities:
 - Name(s) and address, email, phone number and other relevant contact details.
 - Your current or past medical history that we need and is necessary for us provide the appropriate level of service to you. Where this is not required for us to provide our services to you we will not collect this data from you.
 - Relevant next of kin, family or friends contact details that we require and are necessary in case of emergency contact.
 - Records of donations, Gift Aid status etc.
 - Records of volunteering for the Hub, information about our relationship with you, including correspondence, meeting notes, attendance at appointments etc.
 - Information necessary for us to manage funds you provided to enable us to provide our services to you e.g. shopping, paying bills etc. on your behalf.

Note:

The above list is an example of data that may be collected. If we do not need this information to provide Hub Services, we will not collect it.

Protecting your data

We keep your data secure with appropriate data security in place. This will be either locked cabinets for manual forms and password protected files stored electronically. In the majority of cases, manual forms will be digitised, stored electronically and the paper copy destroyed. Only those members of the Hub and those otherwise authorised will have access to the data we hold on you.

We do not share your data with anyone else or any other organisation unless it is necessary for the purpose for which you have given us the data or we are legally required to.

Examples are given below:

- We may share basic information about you with a Hub volunteer who has been assigned to help you as part of their role within the Hub. This would typically be name, address, telephone number and what support is needed.
- In an emergency we may share your personal data and medical history with emergency services, NHS, social services or other statutory organisation, or where we are legally required to do so in order to provide the appropriate level of care and support to you.
- We may pass some or all of the information we hold on you to other organisations (Data Processors). An example would be providing data to medical or social service providers or to a maintenance contractor or other similar service provider in order to help you at your request or at the request of a person acting on your behalf.
- Data Processors, with whom we share data, are not allowed to do anything with your data other than that which we have requested.
- We will never share your data with third parties for marketing purposes.

Our responsibilities

- The law requires us to tell you the basis on which we process your data.
- Some activities (for example sending you emails, letters or leaflets which promote the Hub general activities require your consent. If the law requires your consent to process data in a certain way then we will obtain it before carrying out that activity. This will not stop you from using the services of Hub.
- Where consent is given we keep a record of when and how we got consent from you. We also keep a record of exactly what you were told at the time you gave your consent.
- Where consent is given we will record special category data such as your medical history or current health condition(s) only where necessary and for the purpose of providing our services to you.
- In all other cases (i.e. providing care scheme/Good Neighbour services) the law allows us to process your data if it is in our and your legitimate interest (in a way that you would expect the data to be used) to do so, but only so long as we need to and your “interests or your fundamental rights and freedoms are not overriding”.

Retaining your data

We will keep data for as long as is needed to complete the task for which it was collected. We will only keep the data for as long as is needed to provide our services to you.

Your rights

The law requires us to let you know that you have a number of rights about the way we process your data. These are as follows:

- Where our use of your data requires consent, you may withdraw this consent at any time. You can refuse to give your consent but this will not stop you from using the services provided by Hub.
- You can have any incorrect data we hold about you corrected.
- You will be informed of any new uses of your personal data before we start processing it.
- Where we rely on our legitimate interest to process data, you may ask us to stop doing so.
- You may request a copy of the data we hold about you.
- You may change or stop the way in which we communicate with you or process data about you, and if it is not required for the purpose you provided it, then we will do so. Activities like processing Gift Aid donations may mean we cannot entirely stop processing your data. However, we will always endeavour to comply with such a request.

How to complain

If you are not satisfied with the way we have processed your data or have concerns about our use of your personal information, you can make a complaint to the Community Hub GDPR Champion, details below in the **Contacting Us** section.

You can also complain to the 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

ICO website: <https://www.ico.org.uk>

Contacting us

If you have any questions about this privacy notice, about the way in which we process your data, or if you wish to change the way we use your data, including how we communicate with you, please contact:

Community Hub: boxfordcommunityhub@gmail.com
07395 914959