



Privacy Notice - CVSBEH Training

Who are we?

We are the CVS for Broxbourne & East Herts. Our address is the Nigel Copping Community Building, Sanville Gardens, Stanstead Abbots, SG12 8GA. You can contact us via post at the address above, via email at admin@cvsbeh.org.uk or by telephone on 0300 123 1034.

Our appointed Data Protection Officer is Abbie Gregory. You can contact her about any enquires regarding our use of your personal data via post at the address above, via email at abbie@cvsbeh.org.uk or by telephone on 0300 123 1034.

What personal data do we collect?

When you complete our training booking form, we ask for details including your name, role title, email address, organisation name, telephone number and whether or not you have any access or dietary requirements. We also collect your feedback about the course which is collected on the Individual Course Evaluation.

Why do we collect this information?

We will use this information to contact you regarding your booking, send you joining instructions, invoice your organisation for the cost of the course and to ensure that we can cater for any access or dietary requirements that you may have. We do this with your consent which is obtained by ticking the 'I agree' box on the booking form and as part of our contract with you.

We collect your feedback to evaluate the impact of the course as part of our contract with you.

We do not use the information that you provide us with to make automated decisions that might affect you.

What do we do with your information?

Google Forms: Your information is collected via Google Forms where only relevant staff along and HCF Training and Development have access to this password protected account. Google are signed up to the EU-U.S. and Swiss-U.S. Privacy Shield. By submitting a form through Google Forms you are accepting Google's Terms of Service.

CVSBEH: Your information will be stored securely on our password protected shared drive. We also keep copies of any emails and documents you send us. These are stored securely on our UK based server. Information on any access or dietary requirements you have is stored in a password protected spreadsheet only accessible to relevant staff. To facilitate the training, CVSBEH will pass your name and organisation name to the training provider for delivery of the course and for your certificate, if applicable.

Your invoices are stored securely on our UK based system. A third party accountant will also have access to these invoices during financial examinations, which is a legal requirement. Our accountant has data protection policies in place that are compliant with current legislation.

Funders: We pass these details to HCF Training and Development who use the information provided for the administration and delivery of the training and retain your details on their database. Your name and organisation details will be shared with the funder by HCF Training and Development for monitoring purposes only. HCF Training and Development have data protection policies in place that are compliant with current legislation.

Your data will not be passed on to any other third parties.

How long do we keep your information for?

We keep your information for the remainder of the current financial year (1st April – 31st March) plus 1 year after that. We keep a copy of your invoice containing your name the remainder of the current financial year (1st April – 31st March) plus 6 years as stated in our retention policy. After this time it will be securely destroyed or anonymised.



HCF Training and Development will hold the information until such time when you request that it is removed or they or their partner(s) chooses to remove it.

Your rights over your information

By law, you are able to ask us what information we hold about you, and can ask us to correct it if it is inaccurate.

You can also request that we give you a copy of the personal data we store about you and to stop using your information for a period of time if you think we are not doing so lawfully.

If the information you provided us with was collected with your consent you have the right to withdraw your consent and/or ask us to delete it. This may mean that you will not be able to attend our training courses.

If you wish to make a request for any of the above, you can do so by emailing, writing or telephoning us using the contact details above.

Your right to complain

If you have a complaint about the way we use your information, you are able to contact the Information Commissioner's Office via their website (www.ico.org/concerns) or write to them at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF