



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.

For certain courses such as the £ Building Sustainability courses we ask additional questions around about your current level of knowledge and experience on the subject, other relevant courses you may have attended in the past, your involvement in fundraising for your organisation and the main reasons why you want to attend the course.

We also collect your feedback about the course which is collected on the Individual Course Evaluation.

We collect the name, email address and the organisation address of the person that should receive the invoice.

Photos and videos may also be taken at our training courses.

Why do we collect this information?

We will use this information to contact you regarding your booking and send you joining instructions. We ask the additional questions to help you attend the most suitable course for your requirements. We do this as part of our contract with you.

We collect information about any access or dietary requirements you have so that can cater for them for example by saving you a parking space or ordering other food. We do this as part of our contract with you and with your consent which is obtained by ticking the 'I consent' box on the booking form.

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

We collect the name, email address and organisation address of the person that should receive the invoice as part of a contract so that we can invoice the organisation.

We take photos and video footage to promote CVSBEH events on our website, social media platforms and publications. We do this in our legitimate interest which is to promote CVSBEH events and with your consent obtained on the day.

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 you send us 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. In order to create your certificate, we may pass your name to the training provider as part of our contract with you. Please contact us if you would like further details.

Your invoices containing your name, organisation address, name and email address of the person that should receive the invoice are stored securely on our password protected shared drive and on our accounting software, QuickBooks, which is stored in various global locations and is signed up to the EU-US Privacy Shield scheme. 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.



Photos and video footage are posted on our website which is stored in worldwide databases by companies who have appropriate contractual arrangements to safeguard the data and shared on our social media accounts such as Twitter and Facebook. They may also be included in our printed and online publications including the CVSBEH E-Bulletin which is created and stored in MailChimp for processing in accordance with their Privacy Policy and Terms available to view on their website. They are based in the USA and are signed up to the EU/US Privacy Shield.

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 and the email address of the person that should receive the invoice for the remainder of the current financial year (1st April – 31st March) plus 6 months after that as stated in our retention policy. After this time it will be securely destroyed and/or anonymised.

We keep a copy of your invoice containing your name, the name and organisation address of the person that should receive the invoice for the remainder of the current financial year (1st April – 31st March) plus 6 years as stated in our retention policy.

Photos and video footage will be kept for as long as the publication, website or social media that the photos or video footage have been posted on still exist as stated in our retention policy.

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.

As photos and video footage are taken in our legitimate interests you also have the right to object and/or ask us to delete them/it.

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

Updated December 2019