



Privacy Notice - CVSBEH Membership

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 Sarah Forbes. You can contact her about any enquires regarding our use of your personal data via post at the address above, via email at sarah@cvsbeh.org.uk or by telephone on 0300 123 1034.

What personal data do we collect?

When your organisation becomes a Member of the CVSBEH and you are the primary contact, we collect your name, title, position within organisation, email address, contact telephone number, mobile number and address (unless you have already provided us with an organisational address). If you are a contact of the organisation, we collect your title, name, position within organisation, email address, contact telephone number and mobile number. These details are collected when the primary contact completes a Membership Form. We ask the primary contact to ask for permission from proposed contacts before they add them to the Form.

Why do we collect this information?

We collect primary contact information to contact you regarding your Membership including sending you documents relating to your membership, to respond to your enquiries, to invite you to sign up to our mailing lists and to contact you to inform you of any relevant opportunities that we think your organisation may be interested in including our Annual Impact Survey. If you are a contact for an organisation we collect information to respond to your enquiries and to invite you to sign up to our mailing lists. We require this information in order to fulfil our contract with your organisation.

What do we do with your information?

Your information is stored securely on our password protected database based within the European Union. We keep a hard copy of your completed Membership Form in a locked filing cabinet. We also keep copies of any emails you send us, which are stored securely on our UK based server.

If you are the primary contact, we use your name, email address and address to invoice you. Your invoices 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.

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

How long do we keep your information for?

We will keep your information for as long as your organisation remains in Membership with us or for as long as you are still connected to the organisation that is in Membership with us, whichever is sooner. After you terminate your Membership with us, we will keep your personal data for 6 months. After 6 months it will be securely destroyed. We keep a copy of your invoice containing the primary contact's name and address for the remainder of the current financial year (1st April – 31st March) plus 6 years after that as stated in our retention policy.

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 you wish to do this, please send a request via email, post or telephone with the information provided above.

You can ask us to stop using your information, which you can do at any time by emailing, writing or telephoning us using the contact details above. This may mean that we will have to terminate your organisation's Membership with us.



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.uk/concerns) or write to them at:

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

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