



Dudley CVS

HAF Activities in Dudley – Privacy Notice

Who we are

Dudley Council for Voluntary Service (CVS) is dedicated to supporting caring, vibrant and strong communities across Dudley borough. Dudley CVS is a registered charity (no. 517766) and company limited by guarantee (no. 1998105). The registered address is Dudley CVS, 7 Albion Street, Brierley Hill, DY5 3EE.

We're committed to maintaining the trust and confidence of the people we work with. This notice explains what information we ask for when you sign up to our email or hardcopy bulletin, how it is stored, the limited circumstances in which we share this information and how you can remove your information.

Please contact us if you have any questions about our privacy policy or information we hold about you:

Our organisation's legal name is: Dudley CVS.

Our email address is admin@dudleycvs.org.uk.

Our postal address is 7 Albion Street, Brierley Hill, DY5 3EE.

This privacy policy was last updated in November 2022.

Our Data Protection Contact

Our data protection contact is: Andy Gray, Dudley CVS Chief Officer. If you feel concerned about the way we have handled your data, firstly, you need to write to our data protection contact. If you still have concerns following a response from Dudley CVS, you can contact the Information Commissioner via their website: <https://ico.org.uk/> or by calling: 0303 123 1113.

About HAF

This privacy notice sets out the data processing practices carried out by the HAF team. We retain and use personal data to help us plan and deliver activities that your child can access during the Easter, Summer and Christmas school holidays. Find out more about our purpose and what we do by visiting HAF – Holiday Activity Fun in Dudley (holidayactivitiesindudley.com) We will always make sure that your information is protected and treated securely. Any information that you give will be held in accordance with the Data Protection Act 2018

Dudley HAF Facebook group

The Dudley HAF Facebook group is a reactively moderated space, available to view by everyone, who is a member of the group. Dudley CVS reminds members that sharing data on this group of a personal nature, including photographs, has the potential to lead to a loss of privacy. Dudley CVS do not take responsibility for any breaches or privacy that occur where a poster has posted personal details or photographs in a post on our Facebook group.

Should you feel that someone has posted something that may lead to a loss of their privacy or data, (posting phone numbers, email address etc) we actively encourage members to contact Dudley CVS who will remove the post to prevent any further loss of data or privacy.

Our Facebook group have further rules, clearly stated in the groups pinned post, to abide by to keep the space friendly and open, we encourage all posters to visit and understand our group rules.

Registrations

Membership to Dudley HAF requires registration, this registration includes personal details for your child and yourself such as: Contact name, postal address, email address, phone number, dietary and medical information, and eligibility status regarding access to free school meals.

How we will use the information about you

We collect limited personal information for retaining **up to date registrations**.

In terms of our mailing lists, we collect personal information about you to email you about our organisation, activities, events and news.

Personal information about you can be used for the following purposes:

- In planning and preparing activities to meet your needs.
- To send you information about HAF and how to book, attend your activities; or to ask for feedback.
- To respond to any queries you may have.
- To improve the quality of HAF activities.
- We may need to share information with Dudley Council to confirm you meet the criteria for HAF.

This may include any personal information that you choose to share with us, but we will treat this as confidential and protect it accordingly. We will never include your personal information in survey reports.

There are several ways that we collect feedback from people about their experiences of using HAF services. Where personally identifiable information is collected we will ensure that we have your consent to keep it and we will be clear on how we intend to use your information. We will aim to anonymise information where we can but there may be instances where this is not possible in order to make change happen on your behalf.

There may be exceptional circumstances where we can and will handle the data differently without consent but we must have a lawful basis for doing so, such as for safeguarding purposes.

We will comply with current data protection legislation at all times. Personal information may be collected with your consent through:

- Our signposting service.
- When we receive feedback.
- Information receiving

Personal data received from other sources. Publishing information in most circumstances we anonymise our data to ensure that a person cannot be identified, unless this has been otherwise agreed and consent has been given.

Our justification for processing your personal information

We only process your personal information where it is lawful to do so. The lawful basis on which we process your information is our legitimate interests. Because you are a member of Dudley HAF, we will automatically add you to our mailing list so that you can receive information and opportunities that might benefit you and your family.

You can optout from HAF at any time. Opting out from HAF means you will stop receiving our updates, access to the portal and the activities on offer.

Please email or write to us if you need details about the specific lawful basis we are relying on to process your personal information.

Your rights

You can unsubscribe from the Dudley HAF programme at any time by emailing your request to withdraw consent to admin@dudleycvs.org.uk. To unsubscribe from our hardcopy newsletter, please email your request to admin@dudleycvs.org.uk or call 01384 573381.

You are entitled to view, amend, or delete the personal information that we hold. Email your request to admin@dudleycvs.org.uk, write to us or telephone us on 01384 573381.

We want to make sure that your personal information is accurate and up to date. If your personal information needs updating please make changes on your parent portal. To report any other changes, please email, write to us or telephone us on 01384 573381.

Cookies

Please be aware that some systems on our website require the use of cookies but we will never collect and store information about you without your permission.

HAF Activity Providers

This privacy policy only applies to Dudley CVS, when booking activities with an external provider through the HAF portal, please seek advice from providers regarding their own privacy policies.

Sharing your personal information

The details that you provide when you when registering for HAF activities, i.e. name of parent/carer, name of child(ren), contact details and information regarding additional needs, will be shared with the activity provider. The purpose of sharing this information is so that the provider can contact you in

advance of the activity with any important information that you need to know relating to participating in the activity and to discuss any additional support needs that your child(ren) might have. The provider will need populate an attendance list in order to report back to Dudley CVS on the number of children attending each session.

We only share personal information with other organisations where it is lawful to do so. Information is shared to fulfil our remit which is to ensure income eligible Free School Meal eligible children can access activities and food during holiday periods. We work with a number of voluntary, community, faith sector, local businesses and statutory providers and our local authority to make this happen. We will only disclose your personal information where we have your consent to do so, or where there is another very good reason to make the disclosure – for example, we may disclose information to a local authority where we think it is necessary to do so in order to protect a vulnerable person from abuse or harm. Any such disclosure will be made in accordance with the requirements of the current data protection legislation. Wherever possible, we will ensure that any information that we share or disclose is anonymised, so as to ensure that you cannot be identified from it.

International transfers

We do not transfer your personal information outside the EEA (European Economic Area). If our suppliers have a need to transfer your personal information outside the EEA, they do so in a way which meets criteria we have set out in a Data Processing Agreement with them, to ensure a similar degree of security of data as that provided by regulation in the EEA.

Data security

Information will be stored and processed securely on our database system. All data will be held locally or on UK/EU data centres.

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

We will notify you and any applicable regulator if there is a suspected personal data breach where we are legally required to do so.

How long we keep your personal information

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for. If there is no legal, accounting, or reporting requirements to retain it for a longer period.

Changes to our privacy policy

We will place any updates on our website: www.dudleycvs.org.uk

How to complain

If you are unhappy with how we collect and use your data, please tell us first. You also have the right to complain to the ICO (Information Commissioner's Office), whose website can be found at www.ico.org.uk.

Review of this Privacy Notice

This privacy notice was last updated March 2023. It will be kept under regular review.