



Privacy Policy

This privacy policy sets out how Bexley Voluntary Service Council (BVSC) uses and protects any information that you give BVSC.

BVSC is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement.

BVSC may change this policy from time to time and will update the Privacy Policy webpage and email link. You should check these from time to time to ensure that you are happy with any changes.

What we collect

We may collect the following information:

- Name, contact details, date of birth for some services
- Information relating to your health for some services
- Your job title and organisation details for support services
- Your interests and background details for volunteering and employment opportunities

Where we collect information about you from

When you give it to us directly:

- To sign up for an event
- Require one of our support or training services
- Need to advertise for a volunteer or become a volunteer
- Request information by receiving our regular bulletins
- Communicate with us for services, queries or advice

When you give permission to other organisations to share or it is publicly available:

- When you 'like' or comment on our Facebook or Twitter account
- When you are referred to us for a service by another organisation
- When information is found in Charities Commission or Companies House website

What we do with the information we gather

We require this information to understand your needs and provide you with an appropriate service, and for:

- Internal record keeping
- Membership criteria
- Using information provided to provide our services appropriately
- Volunteering opportunities and applications

- For ensuring we can deliver or signpost you to an appropriate support service
- Sending you emails about our services, events, important policy changes or other information which we think you may find interesting using the email address which you have provided.

How we keep your data safe and who has access

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

- Online forms and emails containing sensitive information are encrypted
- Our Network Attached Storage Server (NAS) is encrypted and routinely monitored
- Only trained staff, some volunteers and appropriate contractors have access to your information
- We use external companies to support us in processing some of our data eg our database, our Payroll, our IT support. These companies have confirmed their GDPR compliance
- We may need to disclose your details if required to police, regulatory bodies e.g. safeguarding concerns or legal advisors
- We will only ever share your data in other circumstances if we have your explicit and informed consent

Controlling your personal information

Our legal basis for collecting your personal data is a legitimate interest. We have assessed that in order to provide you with support, advice, training or information, we need to collect your personal data. We will not use any direct marketing, sales or fundraising promotions under our legitimate interest. You have a right to ask us to stop processing your personal data, and if it's not necessary for the purpose you provided it to us for (e.g., registering for an event) we will do so. Contact us at info@bvsc.co.uk if you have any concerns.

We will not sell, distribute or lease your personal information to third parties unless we are required by law to do so.

You may request details of personal information which we hold about you under the Data Protection Act 2018 which describes the right for an individual to apply for a Subject Access Request at no cost. We will respond to your request within 40 days. If you would like a copy of the information held on you please write to BVSC, Crayford Manor House, Mayplace Road East, Crayford DA1 4HB or email info@bvsc.co.uk

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

If you have any concerns about how we are processing your personal data and we have not been able to adequately answer your concern, you should contact the Information Commissioners Office to raise a concern [here](#) or telephone 0303 123 1113

BVSC Privacy Policy adopted 2nd May 2018

This policy was reviewed and updated on 7th June 2021