



SERVICE USER PRIVACY NOTICE

Persnore Plus Volunteer Centre (PPVC), the Data Controller, takes the privacy and security of your personal data very seriously. In this Privacy Notice, we set out how we collect and use your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018.

We will comply with data protection law, including the six principles of the UK GDPR, which are: to process your personal data lawfully, fairly and in a transparent way; to collect and use your personal data only for the valid purposes that we have advised you about; to only process your personal data to the extent necessary; to keep your personal data accurate and up to date; to keep your personal data only as long as necessary; and to keep your personal data secure.

Personal data that we process

We will collect, store, and use the following categories of personal data about you:

- Name, date of birth, personal contact details such as address, telephone number and personal email addresses
- Next of kin and emergency contact information

There are “special categories” of more sensitive personal data, which require a higher level of protection. We collect, store and use the following special category information:

- Information about your health, including any medical condition, and GP contact details

How we collect and use your personal data

We collect personal data about you directly from you when you register with us. We use your personal data to provide the services that you have requested. Our lawful basis under the UK GDPR for processing your personal data is legitimate interests and (for health data) legitimate activities of a not-for-profit organisation. We need this information to provide our services safely to you. We use your email address (if you have provided one) to send you our newsletter if you have consented to this; you have right to unsubscribe at any time.

We will never share your personal data with third parties unless we have advised you that this is necessary to deliver the service you have requested (e.g. if collecting a prescription for you, we must give your name and address to the pharmacist). We will never send your personal data outside the UK. We will retain your data for two years after you last use our services, after which it will be securely destroyed.



Your rights

You have various rights under the UK GDPR, including the right of access to your data, the right to have errors corrected and the right for your data to be deleted. To exercise these rights, please contact us in writing at Persnore Plus Volunteer Centre, 1 Billing House, Persnore WR10 1EY or by emailing admin@persnorevolunteers.org.uk. You can also drop in or telephone us on 01386 554299 to discuss any queries or concerns. You have the right to make a complaint at any time to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.