



Isle of Wedmore Good Neighbours Data Protection Policy

Isle of Wedmore Good Neighbours is a local support group, made up of local Good Neighbour (GN) volunteers. Isle of Wedmore Good Neighbours aims to provide easy access to help and support, acting as a safety net for everyone in the Isle of Wedmore, regardless of their age, gender, religion.

Privacy Notice

As a client or volunteer with Isle of Wedmore Good Neighbours we may ask you to provide certain personal information about yourself which includes your name, contact details, and sometimes any hobbies or interest you may have that will help us to provide our services to you. For example if you are registering to use the Good Neighbour services or to become a volunteer with us. This document explains how Isle of Wedmore Good Neighbours, who is the 'Data Controller' uses the data you provide to us.

Why we need your information

We use personal data to help us provide the most appropriate level of service to our scheme users, GN helpers and supporters. Without this information Isle of Wedmore Good Neighbours would not be able to provide the services we currently offer to the local community.

Whose data do we collect?

We hold data on those who wish to use the services of Isle of Wedmore Good Neighbours, volunteers, or those who otherwise support the work of Isle of Wedmore Good Neighbours within the parish and surrounding areas of Wedmore.

How we obtain your data

Most of the information we hold about you is or has been provided directly to us by you. In some cases we may collect data from someone else. This may be by referral from a relative, friend, or service provider like Somerset Village and Community or Carers Agent, where necessary, in order to help us to provide our services to you.

What we do with your data and why

The main purposes of our data processing are to:

- provide appropriate help and services to the users of Isle of Wedmore Good Neighbours,



- promote and increase volunteer support for Isle of Wedmore Good Neighbours through marketing and social activities,
- increase financial support for Isle of Wedmore Good Neighbours fundraising and marketing and social activities,
- communicate with you about Isle of Wedmore Good Neighbours,
- administer our services where we match volunteers with Isle of Wedmore Good Neighbours clients
- promote the aims and objectives of Isle of Wedmore Good Neighbours through other activities.

We may use data obtained from other people or organisations to ensure that your contact details are kept up to date, to plan our services and to ensure that appropriate due diligence is carried out to safeguard the volunteers and service users of Isle of Wedmore Good Neighbours.

We collect and record the following information (from the data provided by you or your representative) when completing our client service request form, volunteer's agreement form or other Isle of Wedmore Good Neighbours (manual or electronic) forms used to help us provide services, information or fundraising activities:

- Name(s) and address, email, phone number and other relevant contact details.
- Relevant next of kin, family or friends contact details that we require and are necessary in case of emergency contact.
- Information on your hobbies and interests
- Records of donations, Gift Aid status etc. (if applicable)
- Records of volunteers for Isle of Wedmore Good Neighbours, information about our relationship with you, including correspondence, meeting notes, attendance at appointments etc.
- Information necessary for us to support you.

Protecting your data

We keep your data secure with appropriate data security in place. This will be either locked cabinets for manual forms and/or password protected files stored electronically. Only those members of Isle of Wedmore Good Neighbours and those otherwise authorised will have access to the data we hold on you.

We do not share your data with anyone else or any other organisation unless it is necessary for the purpose for which you have given us the data or we are legally required to. Examples are given below:

- We will provide information to HMRC on Gift Aided donations since we have a legal obligation to provide this information.



- We may share basic information about you with an Isle of Wedmore Good Neighbours volunteer who has been assigned to support you as part of their role within the scheme.
- In an emergency we may share your personal data with emergency services, NHS, social services or other statutory organisation, or where we are legally required to do so in order to provide the appropriate level of care and support to you.
- We may pass some or all of the information we hold on you to other organisations (Data Processors). Data Processors, with whom we share data, are not allowed to do anything with your data other than that which we have requested.
- We will never share your data with third parties for marketing purposes.

Our responsibilities

The law requires us to tell you the basis on which we process your data.

- Some activities (for example sending you emails, letters or leaflets which promote the Isle of Wedmore Good Neighbours general activities require your consent. If the law requires your consent to process data in a certain way then we will obtain it before carrying out that activity. This will not stop you from using the services of Isle of Wedmore Good Neighbours.
- Where consent is given we keep a record of when and how we got consent from you. We also keep a record of exactly what you were told at the time you gave your consent.
- In all other cases (i.e. providing care scheme/Good Neighbour services) the law allows us to process your data if it is in our and your legitimate interest (in a way that you would expect the data to be used) to do so, but only so long as we need to and your “interests or your fundamental rights and freedoms are not overriding”.
- We carry out an exercise (legitimate interests assessment (LIA)) to check that we will not cause you harm by processing your data, that the processing is not overly intrusive and that we will only do so in a way which is described in this privacy notice. We will keep a record of our LIA and it will be reviewed and completed again if circumstances change.

Retaining your data

We will keep data for as long as is needed to complete the task for which it was collected. Relationships between clients, GN helpers and Isle of Wedmore Good Neighbours are often long term, and so we expect to keep your data for as long as that relationship exists, or until we no longer need it. Where we provide short term services to clients then we will only keep the data for as long as is needed to provide our services to you.

Your rights

The law requires us to let you know that you have a number of rights about the way we process your data. These are as follows:



- Where our use of your data requires consent, you may withdraw this consent at any time. You can refuse to give your consent but this will not stop you from using the services provided by Isle of Wedmore Good Neighbours.
- You can have any incorrect data we hold about you corrected.
- You will be informed of any new uses of your personal data before we start processing it.
- Where we rely on our legitimate interest to process data, you may ask us to stop doing so.
- You may request a copy of the data we hold about you.
- You may change or stop the way in which we communicate with you or process data about you, and if it is not required for the purpose you provided it, then we will do so. Activities like processing Gift Aid donations may mean we cannot entirely stop processing your data. We will always endeavour to comply with such a request, however.
- If you are not satisfied with the way we have processed your data then you can complain to the Information Commissioner Office (ICO). <https://ico.org.uk/> Tel: 0303 123 1113

Contacting us

If you have any questions about this privacy notice, about the way in which we process your data, or if you wish to change the way we use your data, including how we communicate with you, please contact:

Chairman's Signature:

Date: 13th Jan 2021



Review due: 14 January 2022

Adapted from information from CCS

