



Supporting volunteering across Huntingdonshire

Huntingdon Office : 1 Princes Street, Huntingdon, PE29 3PA. 01480 414766 huntingdon@huntsvc.org.uk

Huntingdon Together Shop: 1 Princes Street, PE29 3PA 01480 700290 biz@huntsvc.org.uk

Ramsey Office: Methodist Church, High Street, Ramsey, PE26 1AA. 01487 814117 ramsey@huntsvc.org.uk

St Ives Office: Town Hall, Market Hill, St Ives, PE27 5AL. 01480 301462 stives@huntsvc.org.uk

St Neots Office: South Street Community Building, 6a South Street, St Neots, PE19 2BW. 01480 476047 stneots@huntsvc.org.uk
www.huntsvc.org.uk

Privacy Policy

Huntingdonshire Volunteer Centre collects information required for the delivery of its services:

- Our Community Car Schemes based in Huntingdon, Ramsey, St Ives and St Neots
- Volunteer Brokerage Services
- Huntingdon Together Shop - Gift Aid Registration for donations & Surplus Share
- Any charitable purpose for community benefit

How do we collect information from you?

We obtain information about you when you use our website, for example, when you contact us about products and services, to make a donation, or if you register to receive one of our newsletters.

The type of personal information we collect:

The personal information we collect might include your name, address, email address, IP address, and information regarding what pages are accessed and when. If you make a donation online or purchase a product from us, your credit / debit card information is not held by us, it is collected by our third-party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions, as explained below.

How is your information used?

We may use your information to:

- process a donation that you have made
- process an order that you have submitted
- carry out our obligations arising from any contracts entered into by you and us
- process competition entries
- contact you in relation to car scheme bookings
- seek your views or comments on the services we provide
- notify you of changes to our services
- send you communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals, other fundraising activities, promotions of our associated companies goods and services
- process a grant or job application

How we store your personal information

- Your information is securely stored. The information you share with us is not sold on to other organisations. We are committed to protecting and respecting your privacy.
- We review our retention periods for personal information on a regular basis.

- We are legally required to hold some types of information to fulfil our statutory obligations (for example, the collection of Gift Aid).
- We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

- We will not sell or rent your information to third parties.
- We will not share your information with third-parties for marketing purposes.
- Where we provide services which are funded by grant making bodies or Councils, we share the required information with the funder to prove that we have delivered the work and have reached the agreed outcomes.
- When you are using our secure online donation pages, your donation is processed by a third-party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions. If you have any questions regarding secure transactions, please contact us.
- We may transfer your personal information:
 - if we are under a duty to disclose or share your personal data in order to comply with any legal obligation
 - or to enforce or apply our terms of use
 - or to protect the rights, property or safety of our supporters and customers.
 However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about the vital work we do for vulnerable people, volunteering in the community and our community car scheme services, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent.

We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted.

You can change your marketing preferences at any time by contacting us by email: admin@huntsvc.org.uk or telephone on 01480 301462.

How you can access and update your information

The accuracy of your information is important to us. If you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: admin@huntsvc.org.uk or write to us at: 1 Princes Street, Huntingdon, Cambridgeshire PE29 3PA. Alternatively, you can telephone 01480 301462.

You have the right to ask for a copy of the information Huntingdonshire Volunteer Centre hold about you.

Use of 'Cookies'

Like many other websites, the Huntingdonshire Volunteer Centre website uses Cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use Cookies to store your country preference. This helps us to improve our website and deliver a better more personalised service.

It is possible to switch off cookies by setting your browser preferences. Turning Cookies off may result in a loss of functionality when using our website.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the policy of that third-party site.

Age 16 or Under

We are committed to protect the privacy of children aged 16 or under. If you are aged 16 or under, please ask permission from your parent/guardian permission beforehand whenever you provide us with personal information.

Transferring your information outside of Europe

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

Your Data Protection Rights

Under Data Protection Law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information.
- **Your right to object to processing** - You have the right to object to the processing of your personal information.

- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at admin@huntsvc.org.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at admin@huntsvc.org.uk or write to us at: 1 Princes Street, Huntingdon, Cambridgeshire PE29 3PA.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

This policy was approved by the Trustees of Huntingdonshire Volunteer Centre

Signed: *Anthony Clarke* Vice-Chairman

Date: *14/11/23*

Date of next Review: *Nov 2024.*