

# Privacy Policy

## OUR PROMISES

**We will protect your data like it is our own.**

**You decide how and what you hear from us.**

**If we don't need your data, we will delete it.**

Find out why we need it and how we use it.

## PROTECTING YOUR PRIVACY

At Voluntary Impact Northamptonshire, we are 100% committed to protecting the privacy and security of our members and service users. If you have any questions regarding how we protect your privacy contact: [becky.thornton@voluntaryimpact.org.uk](mailto:becky.thornton@voluntaryimpact.org.uk)

For all our services, the data controller is Voluntary Impact Northamptonshire.

This notice relates to [www.voluntaryimpact.org.uk](http://www.voluntaryimpact.org.uk) and NOT the affiliated organisations linked within the Commsortia website.

## HOW WE USE YOUR INFORMATION

We use your information in a number of different ways. Here is what we do and why we do it.

### **Name:**

We have to collect your name to perform our contract with you.

### **Address and postcode:**

We collect your address and postcode to ensure that you are eligible for our services. We cover the Northamptonshire area. Also to ensure we provide you with relevant volunteering opportunities that are close to your location, when requested.

### **Email address and contact number:**

We collect your email address or contact to send you information to keep you up to date about new projects, members, funding, news, events or information on projects where you have registered your interest. We only send this with your permission.

### **Your Contact History with us:**

We keep a record of what past services you have asked us to provide you, this could be over email or phone call. We do this to ensure we provide you with the best possible service.

### **Information about your phone / laptop and how you use our website- IP Address, device type, location data:**

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

### **Registering your organisation into our directory:**

We hold your organisations information that you input in our directory. You choose whether you want your organisations information held in the directory for the public to see, by registering by yourself or asking us on your behalf. The only way your organisation will be shown in our directory is if you register for it. We hold your organisations name, telephone number, address, lead contact and charity category. This information is held so the people of Northamptonshire can find the most suitable organisation to help them.

## **SHARING YOUR INFORMATION**

We DO NOT, and WILL NOT, sell any of your personal data to any third party- including your name, email address, location, device type or Location. We want to earn and maintain your trust and we believe this is absolutely essential in order to do that.

However, we share your data with the following categories of companies/ organisations as an essential part of being able to provide our services to you, as set out in this statement:

- Where you have indicated an interest in certain volunteering opportunity. This will only ever be your name and your preferred contact method. We can either share your information for that organisation to contact you or give you the organisations information for you to contact them yourself.
- Professional service providers, such as website hosts (Zinc) who help us run our website and event booking hosts (Eventbrite) to help us organise events and share information that you have agreed to.

## MARKETING MESSAGES

If you have said that we can, we will send you marketing message via your preferred contact method, to keep you up to date about new projects, volunteering, funding, news and events.

### How to stop marketing messages

You can stop receiving marketing messages from us at any time.

You can do this by:

- By clicking on the 'unsubscribe' link in any email
- Or contacting: [becky.thornton@voluntaryimpact.org.uk](mailto:becky.thornton@voluntaryimpact.org.uk)

Once you do this, we will update your profile to ensure you do not receive further marketing messages or completely remove your data from our system, if you only opt'd in for Marketing Messages.

Stopping marketing messages will not stop service communications where you have expressed on interest in activity at Voluntary Impact Northamptonshire, for example submitting an interest in volunteering form.

## KEEPING YOUR INFORMATION

We will only hold on to your information for a year or until your organisation.

You can also contact [becky.thornton@voluntaryimpact.org.uk](mailto:becky.thornton@voluntaryimpact.org.uk) to request all your data to be deleted.

## YOUR RIGHTS

You have a lot of rights relating to your personal information:

- The right to be informed about how your personal information is being used
- The right to access the personal information we hold about you
- The right to request the correction of inaccurate personal information we hold about you
- The right to request that we delete your data, or stop processing it or collecting it, in some circumstances
- The right to stop direct marketing messages and to withdraw consent for other consent-based processing at any time
- The right to request that we transfer or port elements of your data to you
- The right to complain to your data protection regulator — in the UK, the Information Commissioner's Office

If you want to exercise your rights, have a complaint, or just have questions, please contact [becky.thornton@voluntaryimpact.org.uk](mailto:becky.thornton@voluntaryimpact.org.uk)

## CHANGES TO HOW WE PROTECT YOUR PRIVACY

We may change this page from time to time, to reflect how we are processing your data.

If we make significant changes, we will make it clear on our website and social media, or by other means of contact such as email, so that you are able to review the changes.

## COOKIES

We use cookies on our website. For more information on cookies, please see our cookie notice.

## HOW TO CONTACT US

We always want to hear from you (especially if you feel we've let you down or could do better).

If you:

- Have any questions or feedback about this notice
- Would like us to stop using your information
- Want to exercise any of your rights as set out above, or have a complaint

please don't hesitate to contact [becky.thornton@voluntaryimpact.org.uk](mailto:becky.thornton@voluntaryimpact.org.uk) and we will be happy to answer any questions you may have.

Or if you'd like to, you can write to us at:

Voluntary Impact Northamptonshire, 15 St. Giles Street, Northampton, Northamptonshire, NN1 1JA