



Privacy Policy

This Privacy Policy explains how Surrey Community Action collects, uses, stores, shares and protects your information.

HOW WE COLLECT PERSONAL INFORMATION

We collect personal information in the following ways:

Directly from you when you:

1. Apply for a job to join our great team.
2. Subscribe to our newsletters.
3. Participate in our events or training.
4. Contact us with an enquiry.
5. Participate or access one of our projects.

From other sources:

1. Publicly available information.

THE PERSONAL INFORMATION WE COLLECT MAY INCLUDE:

1. Personal identifiers such as your title, name and contact details including postal address, post code, email and telephone number.
2. Some specific services or projects might require us to gather more sensitive data, such as health information, race or financial information. This will only ever be done with your explicit consent, and in full compliance with data protection law.

WHY WE COLLECT PERSONAL INFORMATION

1. To comply with employment law and other statutory requirements.
2. To enable us to provide services for you.
3. To keep you informed about our work.
4. To keep you informed about issues affecting your organisations
5. To meet the requirements of our funders.

HOW WE USE PERSONAL DATA

We use the information you give us to respond to enquiries submitted or to provide services to beneficiaries, statutory organisations and organisations within the Voluntary, Community, Faith and Social Enterprise Sector.

We may also process your personal information for our legitimate interests- that is, in order to facilitate the management of our business. This includes some or all of the following purposes:

- To enhance, modify, personalise or improve our services for the benefit of the people we support
- To provide postal and/or email communications which we think will be of interest to you.

Whenever we process data for these purposes, we will ensure that we always keep your personal data rights in high regard and take account of these rights, as listed below:

The General Data Protection Regulations give you the following individual rights:

1. **Right to be informed** about the information we hold and what we do with it.
2. **Right to access** copies of the personal information that Surrey Community Action holds about you.
3. **Right to rectification**, should there be errors or changes to your data.
4. **Right to erasure**, such that Surrey Community Action stops using and removes your personal information (except if overridden by legal obligations).
5. **Right to restrict processing.**
6. **Right to data portability.**
7. **Right to object.**
8. **Rights related to automated decision making including profiling.**

More information on your rights is available from the [Information Commissioner's Office](#).

Please bear in mind we may need to retain some, minimal information in order to respect your request to be excluded from processing, or when we have another legal obligation to do so.

To request access to your data or inform us of changes, please contact us as below.

HOW LONG WE KEEP YOUR DATA

The length of time we hold your personal information for varies depending on the type of information and its use. Surrey Community Action will only keep your personal information for as long as it is necessary to provide the services that you have requested, or for other essential purposes such as complying with our legal obligations, resolving disputes and enforcing our agreements.

If you have indicated that you do not wish to hear from us in the future, we will keep the minimum information necessary to ensure we avoid contacting you any further.

WHO WE SHARE YOUR INFORMATION WITH

We will never sell your personal information. We may share your information with statutory organisations or funders only if it is required as part of a contract or statutory duty

Surrey Community Action may be under duty to disclose your personal information where required in order to comply with any legal obligation, such as “vital interest”.

COMPLAINTS AND QUERIES

At Surrey Community Action we do our best to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We also welcome any suggestions for improving our procedures. Any correspondence should be sent to the address provided below.

AMENDMENTS TO THIS PRIVACY NOTICE

We keep our privacy notice under regular review. Please do check our website from time to time. If there are any significant changes in the way we process your personal information, we will provide a prominent notice on our website or send a notification. This notice was last updated in May 2018.

For more information about your information rights visit www.ico.org.uk

CONTACT US

Call our office on 01483 566 072

Email: info@surreyca.org.uk

Write to us at: Astolat, Coniers Way, New Inn Lane, Burpham, Guildford, Surrey GU4 7HL