

# Southend Association of Voluntary Services Privacy Notice

## Our contact details

**Name:** Southend Association of Voluntary Services

**Address:** SAVS Centre 29-31 Alexandra Street, Southend-on-Sea, Essex SS1 1BW

**Phone Number:** 01702 356000

**Email:** [info@savs-southend.co.uk](mailto:info@savs-southend.co.uk)

**Website:** <https://www.savs-southend.org/>

**Registered Charity No:** 1063655/0

**Company No:** 03351855

## About us

Southend Association of Voluntary Services (SAVS) is an independent charity known as a council for voluntary service or CVS. That means we provide a range of services to the people of Southend-on-Sea to support and develop the Voluntary, Community, Faith & Social Enterprise or Third sector. These include:

- Providing information (through our website and in person)
- Supporting local people and organisations
- Promoting local organisations or projects and initiatives
- Training
- Volunteering
- Project work

To do this, we process people's personal information and the way in which we do this makes us a Data Controller. This means that we follow the guidance of the Information Commissioners Office to ensure that we comply with UK law and the fair treatment of individuals. We decide what information we collect, how we store and use it, and ensure its safety.

## The type of personal information we collect

To do our work, we require personal information. This is provided to us directly by yourself so that you can register for our services or to facilitate your work as a volunteer.

We currently collect and process the following information

- Personal identifiers, contacts and characteristics (for example, name and contact details). This is information to help us identify who you are.
- Some 'Special Category Data' (for example, date of birth, gender, marital status, ethnicity, languages spoken, health, social circumstance, allergens). We need to collect this to enable us to provide services to you or to facilitate your work as a volunteer.
- Photos, videos, audio files. We take these at some of our events and use them to promote our services.

We only collect the information we need to complete our work and with your permission.

## How we get the personal information and why we have it

The information we collect is provided by yourself. This could be by filling in a form, emailing us, phoning us, talking to us face to face or completing a form on our web pages.

Date Privacy Notice Updated: 16<sup>th</sup> June 2021

The law requires us to have a legal basis for collecting and processing your information and our legal basis is for the Performance of a Contract. This is because,

- SAVS provides a service to you
- You have given SAVS permission to do so. This permission maybe explicit (you have signed a form) or implicit (you have used a service we provide such as our website).
- Processing your personal information is in SAVS legitimate interests
- SAVS needs to comply with the law

We also have contractual obligations with some of the organisations who fund our projects. If these affect you, then you will be informed prior to our taking your information.

### How we store and use your personal information

Any personal information that SAVS holds will only be used by members SAVS to inform you about services available to you; to provide a service to you or to facilitate you working for SAVS as a volunteer.

We take the security of your personal data seriously. We have internal policies and strict controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed and to prevent unauthorised access.

Your information is securely stored at our office at the address above and on our systems that are based in the UK.

Southend Association of Voluntary Services will retain your personal information only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your information to the extent necessary to comply with our legal obligations, resolve disputes, and enforce our policies.

Due to the nature of your involvement with us, the duration that we retain your information varies. If you require more information about our retention policy, please [contact us](#)

### Sharing Information

We do not share your personal information with companies, organisations, or individuals except in the following cases:

- With your consent - We will share personal information outside of SAVS when we have your consent. For example, if you are a member of one of our projects we may share information with the organisation that funds the project. However this would only be with your consent and we would make you aware of the information we are sharing. We'll ask for your explicit consent to share any sensitive personal information.
- For legal reasons - We will share personal information if required to by law enforcement authorities, if a situation arose that required national security forces needing access or another legal obligation compelled us.

We may share non-personally identifiable information publicly and with our partners. For example, we share information publicly to show trends about the general use of our services.

### Your data protection rights

We respect your data protection rights and want to do our best to support you. 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 in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.
- **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, in certain circumstances.

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 using the contact details above if you wish to make a request or even if you want to update your information or you change your mind about giving it to us. Just use our contact details in this document.

## Specific information about our Website

### Log Files

SAVS Website follows a standard procedure of using log files. These files log visitors when they visit websites. All hosting companies do this and a part of hosting services' analytics. The information collected by log files include internet protocol (IP) addresses, browser type, Internet Service Provider (ISP), date and time stamp, referring/exit pages, and possibly the number of clicks. These are not linked to any information that is personally identifiable. The purpose of the information is for analyzing trends, administering the site, tracking users' movement on the website, and gathering demographic information.

### Cookies and Web Beacons

Like any other website, SAVS Website uses 'cookies'. These cookies are used to store information including visitors' preferences, and the pages on the website that the visitor accessed or visited. The information is used to optimize the users' experience by customizing our web page content based on visitors' browser type and/or other information.

### Children's Information

Another part of our priority is adding protection for children while using the internet. We encourage parents and guardians to observe, participate in, and/or monitor and guide their online activity.

The SAVS Website does not knowingly collect any Personal Identifiable Information from children under the age of 13. If you think that your child provided this kind of information on our website, we strongly encourage you to contact us immediately and we will do our best efforts to promptly remove such information from our records.

### Changes to this Privacy Policy

All our Data Protection policies (including our Privacy Policy) are reviewed annually.

## How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us using these details.

Our address is:

Southend Association of Voluntary Services  
SAVS Centre 29-31 Alexandra Street,  
Southend-on-Sea,  
Essex SS1 1BW

Our phone number is: 01702 356000

Our email is: [info@savs-southend.co.uk](mailto:info@savs-southend.co.uk)

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>