

CAMBRIDGESHIRE ACRE VILLAGE AGENT SERVICE PRIVACY NOTICE

Your personal data – what is it?

‘Personal data’ is any information about a living individual which allows them to be identified from that data (for example a name, photographs, videos, email address, or address). Identification can be directly using the data itself or by combining it with other information which helps to identify a living individual. The processing of personal data is governed by legislation relating to personal data which applies in the United Kingdom including the UK General Data Protection Regulation (the UK GDPR) and other legislation relating to personal data and rights such as the Human Rights Act.

Who are we?

This Privacy Notice is provided to you by Cambridgeshire ACRE which is the data controller for your data. Cambridgeshire ACRE is a registered charity (no 1074032) and company limited by guarantee (no 03690881). Our registered address is e-space North, 181 Wisbech Road, Littleport, Ely, CB6 1RA.

Cambridgeshire ACRE will comply with data protection law. This says that the personal data we hold about you must be:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept only as long as necessary for the purposes we have told you about.
- Kept and destroyed securely including ensuring that appropriate technical and security measures are in place to protect your personal data to protect personal data from loss, misuse, unauthorised access and disclosure.

What data do we process?

- Names (including aliases);
- Contact details such as telephone numbers, addresses and email addresses;
- Information about your physical or mental health or condition. This is considered to be sensitive personal data and needs a higher levels of protection. We are allowed to collect and process this sensitive personal data where you have provided your explicit consent. You may be asked to provide this consent in writing or verbally, in which case we will record the date and time of that conversation.

What is the legal basis for processing your personal data?

Cambridgeshire ACRE is a not-for-profit organisation with charitable objectives around working with partners, communities and individuals to develop Cambridgeshire and Peterborough as a vibrant place to live, work and visit.

Our Village Agent service seeks to provide support on a wide range of holistic health and social care issues to community members who self-refer (or who are referred by other professionals) either by telephone, online, or in person at local community hubs or at home. Village Agents

respond to the issues and needs identified by providing accurate, high-quality information, making referrals to relevant agencies and service providers when and where necessary.

We will therefore use your personal data for some or all of the following purposes:

- To contact you by post, email or telephone;
- To determine how we can best help you to improve your physical or mental wellbeing;
- To refer you to other agencies and organisations we consider are better placed to assist you;
- To maintain a record of the service we are providing so we can report back to those statutory agencies/organisations who fund our service.

We will always consider your interests and rights. This Privacy Notice sets out your rights and Cambridgeshire ACRE's obligations to you.

Sharing your personal data

This section provides information about the third parties with whom Cambridgeshire ACRE may share your personal data. These third parties have an obligation to put in place appropriate security measures and will be responsible to you directly for the manner in which they process and protect your personal data. We may need to share your data with local authorities, statutory agencies or not-for-profit bodies whom we believe are better placed to support you with your needs. We will always seek your consent before doing this.

How long do we keep your personal data?

We will keep some records permanently if we are legally required to do so. We may have legal obligations to retain some data in connection with our projects/services for an extended period of time. In general, we will endeavour to keep data only for as long as we need it. This means that we will delete it when it is no longer needed.

Your rights and your personal data

You have the following rights with respect to your personal data:

When exercising any of the rights listed below, in order to process your request, we may need to verify your identity for your security. In such cases we will need you to respond with proof of your identity before you can exercise these rights.

1. The right to access personal data we hold on you
 - At any point you can contact us to request the personal data we hold on you as well as why we have that personal data, who has access to the personal data and where we obtained the personal data from. Once we have received your request, we will respond within one month.
 - There are no fees or charges for the first request but additional requests for the same personal data or requests which are manifestly unfounded or excessive may be subject to an administrative fee.
2. The right to correct and update the personal data we hold on you
 - If the data we hold on you is out of date, incomplete or incorrect, you can inform us and your data will be updated.
3. The right to have your personal data erased

- If you feel that we should no longer be using your personal data or that we are unlawfully using your personal data, you can request that we erase the personal data we hold.
 - When we receive your request, we will confirm whether the personal data has been deleted or the reason why it cannot be deleted (for example because we need it for to comply with a legal obligation).
4. The right to object to processing of your personal data or to restrict it to certain purposes only
 - You have the right to request that we stop processing your personal data or ask us to restrict processing. Upon receiving the request, we will contact you and let you know if we are able to comply or if we have a legal obligation to continue to process your data.
 5. The right to data portability
 - You have the right to request that we transfer some of your data to another controller, where processing is being carried out by automated means. Cambridgeshire ACRE does not conduct any automated processing and so you will not be able to exercise this right.
 6. The right to withdraw your consent to the processing at any time for any processing of data to which consent was obtained
 - Where we are relying on your giving express consent to us processing your data, you can withdraw your consent easily by telephone, email, or by post (see Contact Details below).
 7. The right to lodge a complaint with the Information Commissioner's Office
 - You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Transfer of Data Abroad

Cambridgeshire ACRE will not transfer your personal data to any country or territory outside the European Economic Area ('EEA').

Further processing

If we wish to use your personal data for a new purpose, not covered by this Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.

Changes to this notice

We keep this Privacy Notice under regular review and we will place any updates on the Village Agents page of our website at <https://www.camsacre.org.uk/projects/village-agents/>. This Notice was last updated on 18 January 2024.

Contact Details

Please contact us if you have any questions about this Privacy Notice, the personal data we hold about you, to exercise all relevant rights, or for any queries or complaints at:

The Data Protection Officer, Cambridgeshire ACRE, e-space North, 181 Wisbech Road,
Littleport, Ely, CB6 1RA

Email: enquiries@cambsacre.org.uk

Phone: 01353 860850

If you have any concerns about our handling of your personal data, you can contact the
Information Commissioners Office on 0303 123 1113 or via email
<https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office,
Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.