



Privacy Notice

Our contact details:

Name: Seiriol Good Turn Scheme
Address: Seiriol Alliance
Canolfan Beaumaris
Rating Row
Beaumaris
Anglesey
LL58 8AL
Phone Number: (01248) 811200
E-mail: ctdseiriolgts@gmail.com

Introduction:

The Seiriol Alliance is responsible for running the Seiriol Good Turn Scheme. We are committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you or that you provide to us will be processed by us. You have a right to know about the way information about you is used by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will protect it.

The Seiriol Alliance is the Data Controller of your personal information. This means that we protect your information and decide on how it is used.

What type of information we have:

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- The content of your communications with us
- The content of communications from other parties
- The actions that you take while using services provided by us

How we get the information and why we have it:

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You contact us by telephone, letter, email or via social media
- You interact with our on-line services such as registration, on-line discussions, focus groups, mini polls or surveys
- You become a prospective or actual user of the Seiriol Good Turn Scheme
- You use our online services

We also receive personal information indirectly, from the following sources in the following scenarios:

- When we are contacted by a member of your family or a friend about you
- When we receive a referral concerning you from a professional working for one of the health or social care organisations

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- Your consent. You are able to remove your consent at any time. You can do this by contacting us. *Please see contact details below.*
- We have a contractual obligation.
- We have a legal obligation.
- We have a vital interest.
- We need it to perform a public task.
- We have a legitimate interest.

We collect, store and process information about you because we have a legitimate interest in doing so *to enable us to deliver services to you.*

What we do with the information we hold:

We *use* the information that you have given us in order to:

- Enable us to communicate with you, to register you to use the Seiriol Good Turn Scheme, to help us to identify which of our services might be of interest to you and in order to respond to your communications. We have a legal right to do this and this is termed the *legal basis of processing*.
- Use anonymised information and usage statistics concerning your use of the services and journeys that you make to inform our future development of the Seiriol Good Turn Scheme.
- Use anonymised information to publish internal Seiriol Alliance documents, presentations, reports, etc.

We will *share* information with:

- The Seiriol Good Turn Scheme volunteers to allow them to deliver services to you.
- Any associate, supplier, contractor or sub-contractor of the Seiriol Good Turn Scheme, where it is necessary for them to perform their duties.
- Health care and social care professionals where it is necessary for them to perform their duties.
- Emergency services where it is necessary for them to perform their duties.

We have confidentiality agreements in place with all such organisations or individuals. Wherever possible, this data will be anonymised. Our volunteers, associates, suppliers, contractors and sub-contractors are bound by our Confidentiality Policy and are prohibited from using or disclosing personal information outside of the scope of this policy.

Beyond this, we will not normally share without your consent your personal data with any other organisation unless we are required to do so by law, or if you have made a request for specific information.

We may also wish to use some of the information such as comments or testimonials that you have provided in promotional materials or on our website. Unless we have explicitly obtained your consent, we will not disclose any of your personal contact details in doing so.

Where we wish to use your personal data for marketing purposes, we will separately seek your consent to do so. With-holding of your marketing consent will not affect your ability to use our services.

We will not use your information for automated decision-making or profiling. Profiling means any form of automated processing of your personal data to evaluate, analyse, or predict things about you. This could, for example, include your economic situation, health, personal preferences, interests, or behaviour.

We do not sell personal data to any other organisation.

How we store your information:

The information that we collect from you will be stored within the UK and EU. It is stored on the Seiriol Good Turn Scheme databases supplied by 3rd party organisations. As mentioned in the section above, we have confidentiality agreements in place with our software suppliers and they have their own established privacy codes.

We also keep paper records which include

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- The content of your communications with us
- The content of communications from other parties
- The actions that you take while using services provided by us

The personal data you supply will be kept securely for as long as is required or necessary, and will be destroyed securely.

We will also retain and use your personal data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

The security of your data is important to us, but remember that no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we strive to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security. Any transmission from you to us is at your own risk. Once we have received your information, we will use procedures and security features to try to prevent unauthorised access.

By submitting your personal information, you agree to our storing, transferring or processing your information in accordance with this policy. We will take reasonable precautions to protect your information in accordance with the General Data Protection Regulation (GDPR), other relevant legislation, regulations and this privacy policy. However, other than where required by law, we cannot be responsible for and exclude all liability for loss of personal data or its misuse by unauthorised persons.

Processing personal data under the General Data Protection Regulations (GDPR):

If you are from the UK, the legal basis for collecting and using the personal information described in this Privacy Policy depends on the personal data we collect and the specific context in which we collect it. The Seiriol Alliance *may* process your personal data because:

- We need to perform a contract with you
- You have given us permission to do so
- The processing is in our legitimate interests and it's not overridden by your rights
- For payment processing purposes
- To comply with the law

Your data protection rights:

If you are a resident of the UK, you have certain data protection rights. The Seiriol Alliance aims to take reasonable steps to allow you to correct, amend, delete, or limit the use of your personal data.

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 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 information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.

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

The right to withdraw consent - You have the right to withdraw your consent at any time where we rely on your consent to process your personal information.

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 (*see contact details below*) if you wish to make a request.

Please note that we may ask you to verify your identity before responding to such requests.

How to cancel your registration with the Seiriol Good Turn Scheme:

Our policy is to allow users to cancel their registration with the Seiriol Good Turn Scheme at any time. To do this you can contact the Seiriol Good Turn Scheme by telephone, letter, or email and ask for your registration to be cancelled forthwith. All your personal details will be removed from our active databases immediately on your request to cancel your registration.

We will, however, retain and use your personal data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

Changes to our privacy policy:

Any changes we may make to our privacy policy in the future will be posted on the Seiriol Alliance website. A paper copy of this privacy policy is available on request.

Contact details and how to complain:

Any questions, comments, concerns, complaints and requests regarding this privacy policy and how we have used your data should be addressed by email to ctdseiriolgts@gmail.com or by post to:

Seiriol Alliance
Canolfan Beaumaris
Rating Row
Beaumaris
Anglesey
LL58 8AL

You can also complain to the Information Commissioner's Office (ICO). However, the ICO is likely to expect that you have brought your concerns or complaints to our attention before contacting them.

The ICO's address:

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

Helpline number: 0303 123 1113

Additional information for internet users and visitors to our website

Other websites:

Our site or services may, from time to time, contain links to the websites of our partners, affiliates, other information providers, social media and advertisers. If you follow a link to any of these websites, please note that we do not accept any responsibility or liability for the security of these websites or for their privacy policies. Please take precautions to protect the security of your computer and browsing and check their policies before you submit any personal data to these websites.

Cookies and Tokens:

Cookies and Tokens are small files that are stored on your computer when you visit a website or use an online service. They are mainly used as a way of verifying your identity, delivering or improving functionality or to provide more advanced statistical data.

We may obtain information about your usage of our website or services by using a cookie or token. It will help us to improve our site and to deliver a better and more personalised service. Some of the cookies and tokens we use are essential for the site or service to operate.

If you register with or continue to use our site or a service provided by us, you agree to our use and storing of cookies and tokens on your computer.

Analytics

Our website uses Google Analytics and or similar tools which rely on cookies to generate visitor charts and data mining reports. Google Analytics and similar tools collect anonymous information that will not be used to identify our website visitors.

Controlling Cookies:

You can block cookies by activating the setting on your browser which allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our website. Unless you have adjusted your browser setting so that it will refuse cookies, our system may issue cookies or tokens as soon as you visit our website.