

# Women of Wandsworth

## Data Protection and Privacy Policy (including use of Cookies)

Women of Wandsworth (“we”) promise to respect the confidentiality of any personal data you share with us to keep it safe, and we will always make the effort to protect your privacy. We pride ourselves on our honesty and openness and will always be clear how, when and why we collect and process your information; we promise we will never do anything with your details that you wouldn’t reasonably expect.

Developing a better understanding of our members and donors is crucial, and your personal data allows us to manage and provide the services of our Club.

### **We collect information in the following ways:**

#### **When you give it to us DIRECTLY**

There are many ways you may give us your information. For example, when you join as a member and fill in the membership form, begin volunteering, make a donation or communicate with us either by phone, in writing, including email or in person. We are responsible for your data at all times.

#### **When you give it to us INDIRECTLY**

Your information may be shared with us by independent organisations, for example signing in electronically at Caius House for WoW event or other such services. These independent third parties will only share your information when you have consented. You should check their Privacy Notices when you provide your information to understand fully how they will process your data.

#### **Via Social Media**

Depending on your settings or the privacy notices for social media and messaging services like Facebook, WhatsApp, LinkedIn or Twitter, you might give us permission to access information from those accounts or services.

#### **Via information available publicly**

This may include information found in places such websites and information that has been published in articles/newspapers.

#### **Cookies**

Like most websites, we may use “cookies” to help us make our site, and the way you use it, better. We do not store any personal data in the cookies that we use.

Cookies mean that a website will remember you. They’re small text files that sites transfer to your computer (or phone or tablet).

In addition, the type of device you’re using to access our website or apps and the settings on that device may provide us with information about your device, including what type of device it is, what specific device you have, what operating system you’re using, what your device settings are. Your device manufacturer or operating system provider will have more details about what information your device makes available to us.

The type and quantity of information we collect and how we use it depends on why you are providing it. You should be able to control what cookies are placed on your device through your browser settings. Go to [www.aboutcookies.org](http://www.aboutcookies.org) to find out more about cookies, including how to see what cookies have been set and how to manage and delete them.

We may use Google Analytics to analyse the use of our websites by generating statistical and other information.

Details captured during your visit to our websites will include, but are not limited to, traffic data, location data, weblogs and other communication data and the resources you access. However, all data collected is anonymous and will not identify you as an individual.

Google, not WoW, stores this activity information. To opt out of being tracked by Google Analytics across all websites visit Google website directly.

### **What personal information we collect and how we use it**

We will only ever capture the minimum amount of information that we need to in relation to your membership, donation or services we provide to you and we promise to keep your information secure. The personal data we will usually collect is:

- Your name
- Your contact details
- Your address

Where it is appropriate, we may also ask for additional information

### **How we will use your data**

We will use your personal data for the legitimate interest of conducting core community activities, these will include:

- Administer your membership
- Provide you with the services, products or information you asked for
- Providing services, events or information to members for their general activities
- Communicating organisational messages, newsletters and information to members
- Facilitate training workshops, meetings and other special events
- Supporting other community events
- Preparation of WoW Membership file
- To present our website and its contents to you and to allow you to participate in interactive features
- Keep a record of your membership with us
- Understand how we can improve our services, products or information
- In any other way we may describe when you provide the information
- For any other purposes with your consent

### **Sensitive information**

We do not collect any personal information on members classified as 'sensitive' under GDPR.

### **Employees**

We will collect all personal information required to comply with employment legislation, including where necessary sensitive information. This may include medical information and where additionally appropriate we may perform a criminal record search. To prevent discrimination and to ensure diversity, we may request information from the employee on religion, sexuality and ethnicity.

### **WoW Kids and under 18's data**

We do not collect information from under 18's. WE do not hold a WoW Kids data base.

### **CCTV**

In order to prevent and detect crime, and to ensure the safety of our members and staff, we have to comply with our host organisations and their CCTV policy. These recording are operated and controlled by our hosts, which are reputable community organisation's staff. They would only share this information when requested to do so as required by law, police investigation, or if pertinent to judicial or governmental investigation.

### **Recording Telephone Calls**

We do not record telephone calls.

### **Data Sharing**

#### **1) Our service/host providers**

In the course of our legitimate community activities, there may be a need for us to share, or give access to, your personal data to third parties that provide us with services or host our applications/software that you may access. For example, but not limited to:

- 2020 Media – our Data Management System (DMS) and wowmums.org.uk secure hosting service provider

- HMRC – for tax and employment details (if any)
- MailChimp – our communication mailing software service provider

We will ensure that data processing agreements, compliant with GDPR, are in place before sharing with, or giving access to, your data with any of our service/host providers.

## **2) Sharing within Women of Wandsworth organisation**

We will ensure that data processing agreements, compliant to GDPR, are in place before sharing your data within the WoW organisation, it's officers and members .

Women of Wandsworth are data processors for some of your personal information associated with your membership and will process your data in accordance with the WoW Data Protection and Privacy policy. This means they are also legally responsible for protecting your data under GDPR legislation whilst in their safekeeping.

### **Sharing with third parties**

We will never commercially sell your personal data to anyone else.

We will only ever share your personal data in other circumstances, not listed above, if we have your explicit and informed consent at the time of collection. However, we may need to disclose your details if required to the police, other agencies, for example HMRC, regulatory bodies or our legal advisors.

### **How we keep your information safe and who has access to it**

We ensure that there are appropriate physical and technical controls in place to protect your personal details. For example, confidential paper records are securely stored, our online forms are encrypted and our network is protected and routinely monitored. Confidential paper waste is shredded before disposal.

We undertake regular reviews of who has access to information that we hold to ensure that your personal information is only accessible by appropriate staff and service/host providers. We do comprehensive checks on the companies we use before we work with them and put a contract in place that sets out our expectations and requirements, especially regarding how they manage the personal data they may have access to as part of providing those services.

We have a duty to report certain types of personal data breaches to the relevant supervisory authority, and where feasible, we will do this within 72 hours of becoming aware of the breach. If a breach is detected and likely to result in a high risk of adversely affecting you, we will inform you without undue delay.

### **Where we store your information**

Your personal information will be kept securely within our organisation.

### **How long we retain your information and how we keep it up to date**

We will only keep your information for as long as we need it to assist you with your enquiry, process your membership, donation, event registration or other services associated to your WoW membership. There are statutory timescales on how long we should keep your information, for example, volunteering records for 6 years after a volunteer leaves, financial records must be kept for 7 years, information associated with Health & Safety for three years after an event. We shall delete your information according to these statutory limits, or according to guidance issued by the Information Commissioner.

Individual members are responsible for keeping their own personal data up to date and have access to WoW website for this purpose. In addition, where necessary, we will keep your information accurate and up-to-date.

### **Your rights**

The General Data Protection Regulations gives you certain rights and these are listed below for your convenience, further clarification of your rights is available on the [Information Commissioners website](#)

- You have a right to be informed when your personal data is being collected, what is collected and how it will be used or shared.
- You have a right of access to your personal data: the right of access allows you to be aware of and verify the lawfulness of the processing of your personal data. Members and donors have access to their personal data via self-service systems such as WoW website. You can also request a copy of the information which we hold on you. This information will be provided free of charge, unless the request is found to be manifestly unfounded

or excessive then a reasonable fee will be charged. The application should be made in writing, by letter or email, and addressed to the Secretary, contact details shown below, enclosing two proofs of identification.

Applicants should be aware that where requests are manifestly unfounded or excessive, in particular because they are repetitive, the Organisation can:

- charge a reasonable fee taking into account the administrative costs of providing the information; or
- refuse to respond.

- You have a right in certain circumstances to have inaccurate personal data rectified, blocked (restrict processing), erased (right to be forgotten), or destroyed.
- You have a right in certain circumstances to object to the processing of your personal data for such reasons as direct marketing, automated decision making, profiling; although we can confirm we make no decisions on you using an automated process.
- You have a right in certain circumstances to data portability.

In certain situations, these rights may not apply, for example if you are a valid member we will need to communicate with you about your membership and those services afforded to you as part of that membership; you hold a club or district office and we need to communicate with you in relation to that office, in which case you will not be able to unsubscribe from these communications.

We collect and process your personal data through legitimate interests or because you have provided it to us to enable us to deliver a service to you. We will only process your personal data as you would reasonable expect us to. You can opt out of our general member mailings at any time.

Finally, if you are unhappy with how we have processed your information, you have the right to lodge a complaint with the Office of the Information Commissioner, contact details below.

### **Changes to this privacy notice**

We may change this Policy from time to time. If we make any significant changes in the way we treat your personal information we will make this clear on our website [www.wowmums.org.uk](http://www.wowmums.org.uk) or by notifying you directly.

### **Our contact details**

**Women of Wandsworth**

**Est. 2007**

**[wowmums.org.uk](http://wowmums.org.uk)**

**F:WoW Mums (Women of Wandsworth)**

**07811660580**

If you are unhappy with how we have processed your personal information, please firstly contact the details above. If you are still unhappy you may contact the following:

Helpline: 02072238005

Date: 10. May 2018