



Privacy Notice

WomenCentre Ltd is committed to protecting the rights and privacy of clients and service users, volunteers, staff, Trustees and other stakeholders, where personal data is held, in accordance with the General Data Protection Regulation (GDPR). The Regulation, protects the rights and privacy of individuals and gives more control over how data is used and gathered, giving better protection overall of personal data.

WomenCentre is registered as a Data Controller with the Information Commissioner's Office under the Data Protection Act 2018 under the registration number Z1639258.

As the data controller, we will ensure that when we collect personal data it is:

- used fairly, lawfully and transparently
- used for specified, explicit purposes
- used in a way that is adequate, relevant and limited to only what is necessary
- accurate and, where necessary, kept up to date
- kept for no longer than is necessary
- handled in a way that ensures appropriate security, including protection against unlawful or unauthorised processing, access, loss, destruction or damage

How we use your data?

Whether you receive advice or support from services, attend our courses or events, visit our website, apply to work for us, are a member of staff, volunteer or Trustee, WomenCentre Member, supporter, donor or fundraiser, we need to collect and record some information about you.

Some of this information is personal and sensitive: this means that it can be used to identify you (for example, your name and date of birth) and it includes things like information about your race, religion or belief, the gender you identify as, sex and sexual orientation, your health and wellbeing. Where we can give you a choice about how much personal information you give us, we will. We will use the information you give us in accordance with the law (the Data Protection Act 2018 and the GDPR).

Where anyone is receiving support from us, or volunteering with us, we will need to process their personal data because of the specific relationship with us. We use a data management system to support much of our work. This means that we can keep the information provided to see the history and relevant details of our work, and the interactions that have taken place.

When we work either face to face or by phone with service users, relevant notes may be taken of the information that is given to us and recorded on our database. Where communication is by email, these will be recorded on our database.

This information is used to enable us to provide the most appropriate and relevant support and advice.

It is also used for quality assurance, complaint investigations, to support our policy work, to fulfil our obligations to our funders, and for anonymised statistical reporting. Individuals are informed of this before any data collection occurs.

We often keep our Members, supporters, donors or other stakeholders up to date about our activities, forthcoming events or meetings, campaigns and fundraising events. We will always gain consent to make contact and request contact preferences. We use a range of methods to contact our Members and supporters, including our website, social media, email, telephone and occasionally by post.

When applying for a job or volunteer opportunity with WomenCentre, personal data will be collected to monitor the progress of the application. Where we need to share personal data, for example to gather references, individuals will be informed beforehand unless the disclosure is required by law. These checks are only done after an employment or volunteer opportunity has been offered to the successful candidate. Personal data about unsuccessful applicants is held for 6 months. Data can be removed before this if a request is made.

To enable WomenCentre to meet its legal employment obligations to staff, collection and use of personal data is required. Staff have the same rights of access to their data as any other individual where personal data is held.

We will only retain personal information for as long as necessary to fulfil the purposes for which it was collected. The length of time personal data is kept, depends on the reasons for processing it, on the law or regulations that the information falls under, such as financial regulations, Limitations Act, Health and Safety regulations, or on any contractual obligation which may be in force, such as with government contracts.

Data will be retained in line with the WomenCentre's Record Retention Policy. Once the retention period has expired, personal data will confidentially disposed of or permanently deleted. A copy of the Record Retention Policy can be requested.

Who we will share your information with

Personal data may be shared internally, with staff members for purposes including project administration, service delivery, HR, health and safety, insurance and fundraising activities.

We may also share your information as necessary with the organisations you have agreed that we can contact. We will ask for your specific consent about each organisation or group of organisations when we first collect your data or later if we need to ask you again about information sharing.

We may have to share your information with other organisations without your permission, if we are required to do so by law, for example to prevent the risk of harm to an individual or if we think a serious crime is likely to happen. We will try to talk to you about this first, unless there is an emergency.

We will share your information with project funders, other charitable Trusts or Local Authority funders but this information will be anonymised and cannot be used to identify you.

We will not give your information to marketing companies, and we will not sell it, pass it on or give it out to members of the public.

Where we will store your information

We will store your data electronically in our data management systems and on paper records in locked cabinets. We will take steps to ensure that your data cannot be seen or accessed by anyone who should not see it, and that it is secure.

The external contractors who run the data management systems have to access the systems from time to time to carry out maintenance, but for no other purpose; they will keep any data they access confidential.

Your rights

Under the Data Protection Act 2018, you have rights as an individual which you can exercise in relation to the information we hold about you.

You have the right to ask for access to any personal data about you that we hold, this is called a 'Subject Access Request' under the Data Protection Act 2018. This enables you to check that we are lawfully processing the data and to have any inaccuracies corrected.

There is no fee for accessing personal data. However, if it is believed that the request is unfounded, or excessive, a reasonable charge may be made or a refusal to comply with the request given. Where an individual wishes to exercise these rights, they may need to prove their identity with two pieces of approved identification. Any request will receive a response within 30 calendar days.

Individuals also have the right to request that personal data is erased; to object to the processing of their personal data and for a restriction on processing their personal data. Any request will receive a response within 30 calendar days.

If you have any questions about the way in which we collect, use and store your information, or if you want an up to date version of this Privacy Notice, you can contact our the Data Protection Officer at:

Email: info@womenscentre.org.uk

Phone: 01422 386500

Postal address: 23 Silver Street, Halifax HX1 1JN

You can read more about your rights on the Information Commissioner's Office website : <https://ico.org.uk/for-the-public/>

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 11 August 2023.