

Meppershall Good Neighbour Group – Data Protection (GDPR)

Privacy Notice

Meppershall Good Neighbours is a local support group, made up of local volunteers and supported by Bedfordshire Rural Communities Charity. The Good Neighbour Group is set up to help the residents of Meppershall and with tasks such as shopping, transport, befriending, and basic home maintenance.

Privacy Notice

As a volunteer or a client with Meppershall Good Neighbours we may ask you to provide certain personal information about yourself which includes your name & contact details so that we can provide the service you have requested or to keep you informed of Gnomes events.

How we obtain your data

Most of the information we hold about you is or has been provided directly to us by you.

What we do with your data and why

The main purposes of our data processing are to:

- provide appropriate help and services to the users of Meppershall Good Neighbours
- communicate with you about Meppershall Good Neighbours
- administer our services where we match volunteers with clients
- Promote the aims and objectives of Meppershall Good Neighbours through other activities.

We may collect and record the following information from the data provided by you when completing our client service request form or volunteer application:

- Name(s) and address, email, phone number and other relevant contact details.
- Relevant next of kin, family or friends contact details that we require and are necessary in case of emergency contact.
- Records of volunteering for Meppershall Good Neighbours

Protecting your data

We keep your data secure with appropriate data security in place. Only those members of Meppershall Good Neighbours and those otherwise authorised will have access to the data we hold on you.

We do not share your data with anyone else or any other organisation unless we are legally required to.

Examples are given below:

- We may share basic information about you with a Meppershall Good Neighbours volunteer who has been assigned to help you as part of their role within Meppershall Good Neighbours.
- In an emergency we may share your personal data with emergency services, NHS, social services or other statutory organisation, or where we are legally required to do so in order to provide the appropriate level of care and support to you.

We will never share your data with third parties for marketing purposes.

Our responsibilities

First issued June 2018 Amended October 2018

The law requires us to tell you the basis on which we process your data.

- Some activities (e.g. sending you emails, letters or leaflets which promote the Meppershall Good Neighbours) require your consent. If the law requires your consent for us to process data in a certain way then we will obtain it before carrying out that activity. This will not stop you from using the services of Meppershall Good Neighbours
- Where consent is given we keep a record of when and how we obtained your consent. We also keep a record of exactly what you were told at the time you gave your consent.
- In all other cases (i.e. providing Good Neighbour services) the law allows us to process your data if it is in our and your legitimate interest to do so and to do so in a way that you would expect the data to be used, but only so long as we need to and your interests or your fundamental rights and freedoms are not overridden.
- We carry out an exercise (legitimate interests assessment (LIA)) to check that we will not cause you harm by processing your data, that the processing is not overly intrusive and that we will only do so in a way which is described in this privacy notice. We will keep a record of our LIA and it will be reviewed and completed again if circumstances change.

Retaining your data

We will keep data for as long as needed to complete the task for which it was collected. Relationships between clients, volunteers and Meppershall Good Neighbours are often long term, and so we expect to keep your data for as long as that relationship persists, or until we no longer need it. Where we provide short term services to clients then we will only keep the data for as long as is needed to provide that service.

Your rights

The law requires us to let you know that you have a number of rights about the way we process your data. These are as follows:

- Where our use of your data requires consent, you may withdraw that consent at any time. You can refuse to give your consent and this will not stop you from using the services provided by Meppershall Good Neighbours
- You can have any incorrect data we hold about you corrected.
- You will be informed of any new uses of your personal data before we start processing it.
- Where we rely on our legitimate interest to process data, you may ask us to stop doing so.
- You may request a copy of the data we hold about you.
- You may change or stop the way in which we communicate with you or process data about you, and if it is not required for the purpose you provided it, then we will do so.
- If you are not satisfied with the way we have processed your data then you can complain to the Office of the Information Commissioner.

Contacting us

If you have any questions about this privacy notice, about the way in which we process your data, or if you wish to change the way we use your data, including how we communicate with you, please contact the Secretary, in writing, either by mail to :25 Orchard Close or e-mail: gnomes.secretary@meppershall.org