



Good Neighbour Group – Data Protection (GDPR)

Privacy Notice

Felmersham and Radwell Community Care (FRCC) is a local support group, made up of local volunteers and supported by the Bedfordshire Rural Communities Charity. The Good Neighbour Group is set up to help the residents of Felmersham and Radwell with tasks such as shopping, transport and befriending.

Good Neighbour Schemes (sometimes known as Village Care Schemes) provide easy access to help and support, acting as a safety net for everyone in a town or village, regardless of their age.

Privacy Notice

As a client or volunteer with FRCC we may ask you to provide certain personal information about yourself which includes your name and contact details, for example if you are registering to use the Good Neighbour services or volunteer with us.

Introduction

This document explains how **FRCC who is the 'data Controller'** use the data you provide to us.

Why we need your information

We use personal data to help us provide the most appropriate level of service to our scheme users and volunteers. Without this information FRCC would not be able to provide the services we currently offer to the local community.

Whose data do we collect

We hold data on those who wish to use the services or volunteer with FRCC within **Felmersham and Radwell.**

How we obtain your data

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

In some cases we may collect data from someone else. This may be by referral from a relative or friend in order to help us to provide our services to you.

We undertake Disclosure and Barring Scheme checks on volunteers with their consent.

What we do with your data and why

The sole purpose of our data processing is to provide appropriate help and services to the users of FRCC and our volunteers.

We collect and record the following information (from the data provided by you or your representative) when completing our client service request form, volunteer application form or other FRCC forms used to help us provide services:

- Name(s) and address, email, phone number and other relevant contact details.
- Records of donations.
- Records of volunteering for FRCC including tasks undertaken for clients.

Protecting your data

We keep your data secure with appropriate data security in place. Only volunteers of FRCC will have access to the data we hold on you.

We do not share your data with anyone else or any other organisation unless it is necessary for the purpose for which you have given us the data or we are legally required to.

- We may share basic information about you with a FRCC volunteer who has been assigned to help you as part of their role within FRCC.
- We will never share your data with third parties for marketing purposes.

Our responsibilities

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

- In all cases (i.e. providing care scheme/Good Neighbour services or when volunteering) the law allows us to process your data if it is in our and your legitimate interest to do so, 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.
- Very occasionally, and in order to provide our services to you, it may be necessary to obtain consent to record special category data such as medical history or current health condition(s).
- Where consent is given we keep a record of when and how we got consent from you but only where necessary and for the purpose of providing our services to you.

Retaining your data

We will keep data for as long as is needed to complete the task for which it was collected. Relationships between clients, volunteers and FRCC are often long term, and so we expect to keep your data for as long as that relationship exists, 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 our services to you. Our log book of tasks undertaken will be retained until it is full, at which time a decision will be taken regarding its secure disposal.

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 this consent at any time. You can refuse to give your consent but this will not stop you from using the services provided by FRCC.
- 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:

Scheme Name: Felmersham and Radwell Community Care

Contact Address: 46 Marriots Close, Felmersham, Bedford MK43 7HD

Telephone: 01234 781064

Email: stephenhill58@btinternet.com