



Colne Valley Help Privacy Notice

Approved 11th July 2025

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Colne Valley Help – Privacy Notice

Here at Colne Valley Help (CVH) we take data protection very seriously, and are committed to protecting any personal data shared with us, whether directly or through third parties. Our data protection practices are fully compliant with General Data Protection Regulation (GDPR).

This notice explains why and how we collect, store and use personal data, and the steps you should take if you would like to find out more about CVH's data protection practices.

Our Data Protection Officer (DPO), Mathew Mcloughlan, is happy to answer any questions that you have. Please email any questions marked for the attention of the [DPO to Colnevalleyhelp@outlook.com](mailto:DPO@colnevalleyhelp.co.uk)

When does CVH collect personal information?

We sometimes need to collect personal information from people who interact with us. This could be for a variety of reasons, such as if you:

- support us financially
- apply to work or volunteer with us
- access the support of our food share, energy vouchers or hardship funds
- reporting to those parties that have provided funding for our activities
- gift aid reporting requirements

How does CVH collect personal information?

We may collect personal information when provided to us:

- In person
- By phone
- By email
- By post
- Online such as Facebook Messenger

All of the information we collect is provided to us directly by you, or is shared with us by a third party, with your permission.

How does CVH store personal information?

We make it a priority to ensure any personal data we hold is always stored securely whether it's a physical record or held in the cloud. We have introduced physical, technological, and organisational measures to protect electronic and hard copy data from loss, theft, and misuse.

Can I see the personal information CVH holds on me?

You have a right to access the personal information we hold on you, and to ask us to correct or remove any inaccurate information. To request a copy of the personal information we hold on you, please contact our Data Protection Officer using the details below.

- Post: Colne Valley Help, The Civic, 15A New Street, Slaithwaite, HD7 5AB
- Facebook Messenger: Colne Valley Help
- Email: Please write FAO the DPO in the subject line and send to Colnevalleyhelp@outlook.com

Do you use all the personal information you hold in the same way?

We collect and use different information for different groups of people:

- people who support CVH
- people supported by CVH
- people who are part of the CVH team

Further information on the information we collect for each of these groups, and how we use their information, can be found below.

People who support CVH

We collect and store information about the people who support us, including people who make financial donations or book to attend our events. Any information we collect is provided to us consensually by supporters themselves. If people choose to support us anonymously, we do not collect any of their personal information.

What information do we collect?

- Name
- Contact details
- Contact preferences
- Credit/ debit card details (where necessary)
- Bank details

What do we do with this information?

We use this information only for the purposes you have consented to. For instance if you have signed up to attend one of our events, or if you have given

us permission to claim Gift Aid on a financial donation, your name and address details will be submitted to HMRC as part of our Gift Aid claim.

How long do we keep this information?

We keep different types of information for different lengths of time, following legal and best practice requirements. For instance, by law we must keep Gift Aid records for six years.

Who can see this information?

Only approved members of CVH staff can access supporters' information. We do not share your information with third parties without your permission, apart from when required to do so by law.

People supported by CVH

We collect and store information about the people we support. This data is provided to us by referral agencies, or directly by clients.

What information do we collect?

- Name
- Telephone
- Email address
- Address & Postcode
- Nationality
- Household information such as dependents, pensioners and pets
- Additional requirements such as disability and dietary needs
- Food storage and cooking facilities
- Reasons support needed
- Type of support needed
- Other agencies providing support

What do we do with this information?

We use your personal information to help us make sure that the support we provide is tailored to your individual needs. We also monitor and analyse information about people accessing our support, so we can improve our support services on an ongoing basis.

How long do we keep this information?

We review all personal data annually to ensure that it is still accurate. We redact all data about previous support you have accessed from CVH after one year, and your records are anonymised/ deleted after three years of inactivity.

Who can see this information?

Only CVH staff and certain approved volunteers can access this information. We do not share your information with third parties without your permission, apart from when required to do so by law.

People who are part of the CVH team

We collect and store information about our staff and volunteers. This information is provided to us by staff and volunteers themselves, or by referees with the permission of staff and volunteers.

What information do we collect?

- Contact details
- Work, education, and qualifications history
- Medical information
- Bank details (for payment of wages/expenses)

What do we do with this information?

We use this information as part of our recruitment process, and to administrate staff and volunteer functions. We also monitor and analyse information about the CVH team, so we can develop and improve our workplace.

How long do we keep this information?

Major records (including letters of appointment, contracts, references, DBS checks, training and disciplinary records) are stored for six years. Minor records such as attendance books, are kept for three years.

Who can see this information?

Only certain approved CVH staff and volunteers can access this information. We do not share your information with third parties without your permission, apart from when required to do so by law.

CVH will, upon request, provide all relevant users with a statement regarding the personal data held about them. This will state all the types of data the CVH holds and processes about them, and the reasons for which they are processed.

All relevant users have a right under the 2018 Act to access certain personal data being kept about them either on computer or in certain files. Any person who wishes to exercise this right

should contact the Data Protection by email to Colnevalleyhelp@outlook.com

CVH aims to comply with requests for access to personal information as quickly as possible but will ensure that it is provided within 1 month, as required by the 2018 Act.

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law you can complain to the Information Commissioner's Office (ICO). You can contact the Information Commissioners Office on +44 (0)303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.