



Privacy Notice

GAVO is committed to respecting the privacy of all visitors to our website and our clients, contacts, volunteers and members. This privacy notice has been prepared to assist you in understanding how we use and protect the personal information that you provide to us or that we obtain or hold about you and to understand what your rights are in relation to personal information that we hold.

What information do we process?

From our website

You may choose to provide personal information to us when you communicate with us via the GAVO website. You may be asked to provide certain information about yourself including your name, title, postal address, telephone number and/or email address. We may collect information automatically about your usage of our websites using cookies and other technology. To that effect, we may use your IP address (a series of numbers that identifies a computer on the internet) to collect, among other things, internet traffic data and data regarding your browser type and computer.

For Charity and Projects

If you communicate with us about working together or in relation to initial advice or support or become a client or partner of GAVO, we will also need information to confirm your identity as well as contact information for you and other parties. This may include both personal data and special categories of data. You may also provide us with additional information that you consider relevant as part of your instruction.

From third parties

We may also receive information about you (or your personnel) from third parties such as, regulatory bodies, funders or delivery partners or other charitable organisations or connected groups.

How do we use this information?

We will use your information for the specific purpose(s) for which it has been provided to or collected by us e.g.:

- to provide information that you may request regarding the services that we offer
- to contact you to introduce you to our staff
- to work with you to provide our support services to you or third parties
- to comply with our statutory and regulatory obligations
- to verify your identity and check any relevant background circumstances
- to deal with your query or complaint
- to contact you for your views on our services





We also use your information to administer, support, improve and develop our business generally and to enforce our legal rights. We may also use the information that we collect about you for the promotion of your services unless you do not agree to this.

Processing grounds

We will have a lawful basis for processing your information; this will vary on the circumstances of how and why we have your information but may include:

- the activities are within our legitimate interests as a charitable concern seeking to engage with, partner and support clients and prospective clients and service beneficiaries
- we are carrying out necessary steps in relation to a contract to which you are party or prior to you entering into a contract e.g. because you wish to contact us to provide services
- you have given consent for us to process your information e.g. marketing activities
- the processing is necessary for compliance with a legal obligation to which we are subject

If we process any special categories of information i.e. information revealing racial or ethnic origin, political opinions, religious or philosophical beliefs or trade union membership, genetic data, processing of biometric data for the purpose of uniquely identifying individuals, health data, or data concerning your sex life or sexual orientation, we must have a further lawful basis for the processing.

If we process any information relating to your criminal convictions or offences, we will typically rely on one of the following lawful bases:

- preventing or detecting unlawful acts
- complying with our regulatory requirements
- where it is necessary for us to obtain legal advice or establish, exercise or defend legal rights

We do not process data using automated systems.





Disclosure of your information

Some of the information you provide to GAVO will be held on our computers in the UK and will only be accessed by or given to our staff working in the UK. Some of the information you provide to us may be transferred to, stored and processed by third party organisations which process and/or store data for us and on our behalf. These third parties may be based (or store or process information) in the UK or elsewhere in the EEA (European Economic Area).

We may also transfer your information to other organisations or professional advisers with whom we are working on projects and service delivery.

We may also be obliged to disclose data under certain laws or by order of court or other competent regulatory body or may be permitted to disclose it under applicable data protection laws.

We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy; please see below.

Protection of your information

We have in place administrative, technical and physical measures designed to guard against and minimise the risk of loss, misuse or unauthorised processing or disclosure of the personal information that we hold.

Where we transfer information to third parties to enable them to process it on our behalf, we ensure that the providers meet the relevant legal or regulatory requirements for transferring data to them and keeping it secure.

Your rights

You have certain rights in relation to your personal information, although those rights will not apply in all cases or to all information that we hold about you.

You have the right to request that we:

- provide you with a copy of your personal information that we hold
- update your personal information where it is out-of-date or incorrect
- delete personal information that we hold
- restrict the way in which we process your information
- consider any valid objections to our processing of your personal information
- provide information you have given to us to a third-party provider of services (where our lawful basis for processing is consent or contract and where processing is automated)





We will respond to your request (including providing information on whether the rights apply in the particular circumstances) within the applicable statutory time period.

How to contact us

If you would like to contact us about this policy, how we use your personal information, to exercise your rights or to provide feedback on our use of your information, please contact Leeann Morris, Senior HR Officer via leeann.morris@gavo.org.uk or 07376023442

