



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.

Who We Are

GAVO (Gwent Association of Voluntary Organisations) is the data controller for the personal information described in this Privacy Notice. This means we are responsible for deciding how we hold and use personal information.

If you have any questions about this notice or how we handle your personal information, please contact:

Stephen Tiley, Chief Executive Officer

Email: Stephen.tiley@gavo.org.uk

Cookie and Website Analytics

Our website uses cookies and similar technologies to ensure the website functions properly, improve user experience, analyse website traffic and support website security. Where required by law, non-essential cookies will only be placed on your device with your consent. You can manage your cookie preferences through our website settings or your browser controls.

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 use of our website using cookies and similar technologies. This may include your IP address, browser type, device information, pages accessed, and information about how you use our website.

For Charity Services, Projects and Volunteering

If you contact us about working together, seek advice, support or services, volunteer with us, become a client, member, supporter, partner organisation or beneficiary of GAVO, we may collect and process personal information about you.



This may include:

- Identification and contact details, such as your name, address, telephone number and email address;
- Information relevant to the services, support, activities or projects you are involved in
- Records of communications and interactions with GAVO
- Information required for safeguarding, funding, monitoring, reporting or regulatory purposes.

Where necessary and appropriate, we may also process special category personal data, such as information relating to your health, ethnicity, religious beliefs, or other information requiring additional protection under data protection law.

We use this information to verify your identity, communicate with you, provide services and support, administer projects, meet our safeguarding and legal obligations, monitor outcomes, and fulfil our charitable objectives.

We process personal information in accordance with UK data protection legislation and will only collect information that is relevant, necessary and proportionate for the purposes for which it is used.

From third parties

We may receive personal information about you from third parties where this is lawful, necessary and proportionate for the services we provide or our charitable activities. These third parties may include regulatory bodies, funders, delivery partners, referral agencies, other charitable organisations, public authorities, healthcare professionals, local authorities and community groups.

The information received may include contact details, referral information, eligibility information, support needs, safeguarding information, or other information relevant to the services and support being provided.

Where required, we will ensure that appropriate consent has been obtained or that another lawful basis for sharing the information applies.



How do we use this information?

We use your personal information to provide and manage our services, activities, projects and support programmes, communicate with you, respond to enquiries, manage volunteering opportunities, administer memberships and partnerships, and fulfil our charitable objectives.

We may also use your information to:

- administer, monitor and evaluate our services and activities;
- secure funding and meet reporting requirements to funders and regulators;
- improve and develop our services, projects and ways of working;
- comply with legal, regulatory, safeguarding and governance obligations;
- establish, exercise or defend legal claims and protect our legitimate interests.

With your consent, or where otherwise permitted by law, we may use information about your organisation, group or activities to promote services, projects, events, achievements or opportunities through our communications, website, social media channels or other promotional materials. You may opt out of receiving promotional communications at any time.

Processing grounds

We will use your information for the purposes for which it was collected including providing services, delivering charitable objectives, communicating with stakeholders, complying with legal obligations, monitoring and improving services, and managing projects and funding.

We process personal information under one or more of the following lawful bases:

- Consent
- Performance of a contract
- Compliance with a legal obligation
- Protection of vital interests
- Performance of a task carried out in the public interest
- Legitimate interests pursued by GAVO or a third party

Where we process special category personal data, we will also identify an additional condition for processing under Article 9 UK GDPR and Schedule 1 of the Data Protection Act 2018. This includes:

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.



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 make decisions about individuals based solely on automated processing, including profiling, where those decisions have legal or similarly significant effects.

How long we keep your information

We will retain personal information only for as long as necessary to fulfil the purposes for which it was collected and processed. This includes meeting legal, regulatory, safeguarding, financial, audit, funding and reporting requirements, as well as resolving disputes and establishing, exercising or defending legal claims.

The length of time we keep information varies depending on the nature of the information, the purpose for which it is used, and any legal or regulatory obligations that apply. When personal information is no longer required, we will securely delete, destroy or anonymise it in accordance with our retention and disposal procedures.

GAVO maintains retention schedules that set out how long different categories of information are retained. Further information about our retention periods is available on request.

Disclosure of your information

We may share your personal information where necessary to deliver our services, meet our legal obligations, administer our activities, or support our charitable objectives.

Recipients may include:

- Employees, volunteers and authorised representatives of GAVO;
- Service providers and suppliers who process information on our behalf, including IT support, cloud storage, website hosting, communications and administration providers;
- Funding bodies, partner organisations, referral agencies and professional advisers where necessary for the delivery, monitoring or evaluation of services and projects;
- Regulatory bodies, auditors, insurers, law enforcement agencies and other public authorities where required or permitted by law.



Some of the information you provide may be stored or processed by third-party organisations acting on our behalf. These organisations are required to process personal information only in accordance with our instructions and applicable data protection legislation.

Personal information is stored and processed using systems and service providers located in the UK and, where necessary, other countries. Where personal information is transferred outside the UK, we will ensure that appropriate safeguards are in place in accordance with UK data protection law. These safeguards may include transfers to countries that have been recognised by the UK Government as providing an adequate level of protection, or the use of approved contractual safeguards such as the UK International Data Transfer Agreement (IDTA) or other lawful transfer mechanisms.

We may also disclose personal information where we are legally required to do so, where necessary to protect an individual's vital interests, to establish, exercise or defend legal claims, or where otherwise permitted under applicable data protection legislation.

We take appropriate technical and organisational measures to ensure personal information remains secure and protected against unauthorised access, disclosure, alteration or destruction.

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.

Children's Data

Some of our services may involve the processing of information relating to children and young people. Where we process children's personal information, we will do so in accordance with applicable data protection legislation and safeguarding requirements.

Personal Data Breach

We have procedures in place to identify, assess and respond to personal data breaches. Where required by law, we will notify the ICO and affected individuals without undue delay.



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)

You have the right to withdraw your consent at any time where processing is based on consent.

If you are unhappy with how we have used your personal information, please contact us so that we can seek to resolve your concerns.

You also have the right to complain to the Information Commissioner's Office (ICO):

Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
www.ico.org.uk
Telephone: 0303 123 1113

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 Stephen Tiley, Chief Executive Officer at stephen.tiley@gavo.org.uk