

Privacy Notice

Welcome to Advonet's Privacy Notice. This Privacy notice sets out how we collect, use and store your personal information (this means any information that identifies or that could identify you).

We want everyone who uses our services to feel confident that any personal data you share with us will be processed and held securely and only be used in a way that you are happy with.

This policy will be updated so please come back and check it at regular intervals. This version was last updated on 1 February 2019.

1. Who we are?

Advonet is a registered charity (Registered Charity No: 1126132) and under the data protection laws we are a data controller. This means that we are responsible for, and control the processing of, your personal information. We want to make sure that we do this in a fair and transparent way.

You should read this policy carefully and if you have any questions or concerns then you should contact our Data Protection Officer, Clare de Arostegui, by:

Writing to: Advonet, Unity Business Centre, 26 Roundhay Road, Leeds LS7 1AB

Emailing: clare.dearostegui@advonet.org.uk

2. What information do we collect?

The personal information we collect will include details such as your name, date of birth, email address, postal address, telephone number as well as any further information you may give us when using our services.

This policy applies to information we collect about:

1. People who use our services
2. Employees and job applicants
3. Visitors to our website
4. People who raise complaints or enquiries

People who use our services

We will hold the personal details of anyone who accesses our services in order to provide the service. We will only use your personal information for the service you wish to access. All information held by Advonet for this purpose is subject to strict data protection principles.

Employees and job applicants

When an individual applies to work at Advonet we will only use the information they supply to us to process their application and to monitor recruitment statistics.

Where we want to disclose information to a third party, for example where we want to take up a reference or obtain a 'disclosure' from the Disclosure and Barring

Service we will not do so without informing them beforehand unless the disclosure is required by law.

Personal information about unsuccessful candidates will be held for 12 months after the recruitment exercise has been completed, it will then be destroyed or deleted. We retain anonymised information about applicants to inform our recruitment activities.

Once a person starts employment with Advonet, we will hold a Human Resources file relating to their employment. This file will be stored securely and is only used for employment related purposes. Once an employee leaves Advonet, we will retain their records in line with our Data Retention Policy.

Visitors to our website

When you visit the Advonet website we will collect general information which might include which pages you visit most frequently. We do this to find out things such as the number of visitors to the various parts of our website. Wherever possible we collect this information in a way which does not identify anyone. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

We also use "cookies" to help run our site more effectively. There are more details below – see "Cookies".

People who raise complaints or enquiries

When we receive a complaint, we create a file containing the details of the complaint. This will normally contain the identity of the complainant and any other individuals involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide. We do compile and publish statistics showing information like the number of complaints we receive, but not in a form which identifies anyone. We usually have to disclose the complainant's identity to whoever the complaint is about. This is inevitable where, for example, the accuracy of a person's record is in dispute. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for three years from closure. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Similarly, where enquiries are submitted to us, we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

Sensitive personal information

Sensitive personal information includes information about a person's health, race, ethnic origin, sex life, sexual orientation, political opinion or religious beliefs. If you share any sensitive personal information with us, we will treat this information with extra care and always in line with our Data Protection Policy.

3. Legal basis for using your information

In most cases, we will only use your personal information where we have your consent or because we need to use it to provide a service to you.

However, we may sometimes also use your personal information under the 'legitimate interest' lawful basis. This means that the reason we are processing your information is that there is a legitimate interest for Advonet to process your information to help us achieve our vision of helping people make their voices heard and taking greater control of their life.

An example of where we have a legitimate interest to process your personal information is where we use your information for data analytics.

4. When do we share personal data?

The personal data we collect is mainly used by our staff and volunteers so we can provide you with our services. We will only share personal data when it is necessary to provide our services. We may sometime share your data with our trusted partners and suppliers who work with us to deliver our services. Where this is the case, we enter into a contract with them to ensure that they comply with the Data Protection Laws.

5. How do we secure your personal data?

Advonet takes its responsibility to keep your personal information safe seriously. We have a detailed data protection policy in place to make sure that all personal information (whether it is a paper copy or held electronically) is kept secure.

6. Use of Cookies

We use cookies to help us improve the website and your experience using it. You may delete and block all cookies from this site at any time. However please note this may result in parts of the site no longer working correctly. If you continue without changing your settings, we will assume you are happy to receive all cookies on this site.

A cookie is a small file, typically of letters and numbers, downloaded on to a device when the user accesses certain websites. Cookies allow a website to recognise a user's device. For more information on cookies visit <http://www.allaboutcookies.org>.

If you are concerned about cookies and would like to disable their use then you can do this in your browser.

7. How long will we keep your data for?

Advonet has a Data Retention policy which contains details on how long we will keep your personal data for.

8. Your right to access your personal information

The General Data Protection Regulations ('GDPR') give individuals certain rights with regard to their personal data. The rights are set out below:

- **Access to your personal information**

You have the right to access the personal information that we hold about you, along with details on what information we hold, how long we hold it for and why we use it. You can make a request free of charge.

- **Correction**

You have the right to ask us to change or correct any inaccurate or incomplete information we hold about you.

- **Deletion**

You can ask us to delete your personal information if you withdraw your consent or where it is no longer necessary for us to use it.

- **Withdrawal of consent**

If you have given us your consent to use your personal information then you are able to withdraw this consent at any time.

- **Data portability**

You are entitled to ask for your personal data from us in a structured form so that it can be transferred to you or to a third party.

- **Restriction of processing and objection**

You can ask us to restrict how we process your personal information where you have asked us to erase it or you object to how we use it.

If you request to exercise any of these rights, we may require you to provide evidence of your identity. You should contact our Data Protection Officer (contact details are at the beginning of the policy) if you wish to exercise any of these rights. You can also make a complaint to the data protection supervisory authority, the Information Commissioner <https://ico.org.uk/>

Advonet does not use automated decision making or profiling.

9. Links to other websites

Our website contains links to other external websites, please note that we are not responsible for the content or privacy practices of other sites. You should review their Privacy Notice to understand the information practices of those websites/ organisations.