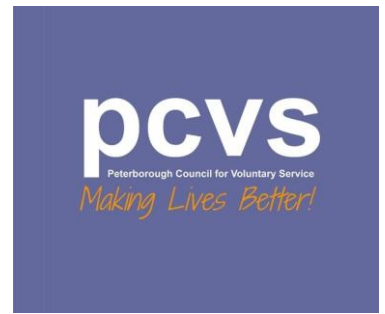


Privacy Notice



PCVS Privacy Notice

Peterborough Council for Voluntary Service (PCVS) is committed to safeguarding your personal data and ensuring transparency about how we handle it. This notice outlines how we collect, use, share, and protect your data in compliance with the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018.

Who We Are

Peterborough Council for Voluntary Service (PCVS) is a registered charity supporting the voluntary sector in Peterborough.

- **Charity Number:** 299823
- **Company Number:** 02119687

What Information Do We Collect?

We collect both **personal information** and **special category data** to provide our services effectively.

1. **Personal Information**
 - Name, address, email, phone number, and financial details (e.g., for donations).
2. **Special Category Data**
 - Sensitive data such as health conditions, ethnicity, or other data required for specific services (processed only with your explicit consent).

How Do We Collect Your Information?

We collect information in the following ways:

- **Directly:** When you interact with us (e.g., filling forms, contacting us, using our services, or attending events).
- **Indirectly:** From publicly available sources (e.g., news articles, directories) or third-party organizations providing services on our behalf.

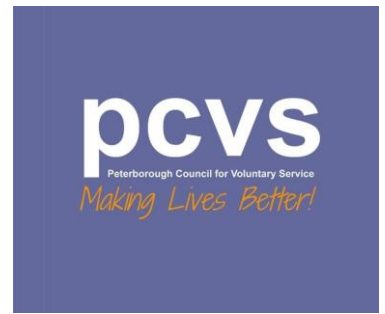
Why Do We Collect Your Data?

Page | 1

Peterborough Council for Voluntary Services, Allia Future Business Centre, London Road, Peterborough, PE2 8AN

Tel 01733 342683 – email pcvs@pcvs.co.uk – website www.pcvs.co.uk
Company Registration 02119687 Charity Registration 02119687

Privacy Notice



We use your data to:

- Provide requested services or information.
- Communicate with you regarding our services and updates.
- Keep accurate records of your interactions with us.
- Comply with legal and regulatory obligations.

Lawful Basis for Processing Data

We process your data under the following legal bases:

- **Consent:** Where you have given explicit permission (e.g., for marketing).
- **Contract:** To fulfill contractual obligations with you.
- **Legal Obligation:** To comply with legal requirements.
- **Legitimate Interests:** To manage our operations effectively, while respecting your privacy rights.

How Do We Use Your Information?

Your information is used to:

- Deliver services tailored to your needs.
- Send relevant updates and communications, based on your preferences.
- Fulfill legal obligations (e.g., safeguarding).
- Improve our services and communications.

Who Do We Share Your Data With?

We do not sell or rent your data. However, we may share it:

- **With trusted partners:** For delivering services on our behalf, under strict data protection agreements.
- **When legally required:** To comply with laws or regulations.

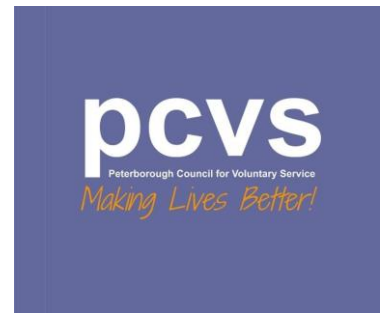
How Do We Protect Your Data?

Page | 2

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We implement robust technical and organizational measures, including:

- Encryption for online forms.
- Secure storage systems with restricted access.
- Regular audits and staff training.

How Long Do We Retain Your Data?

We keep your data only as long as necessary for the purposes it was collected, in line with our retention policies. Once no longer needed, it will be securely deleted or anonymized.

Your Rights Under UK GDPR

You have the right to:

1. **Access:** Request a copy of your data.
2. **Rectification:** Correct inaccurate or incomplete data.
3. **Erasure:** Request deletion of your data when it is no longer necessary.
4. **Restrict Processing:** Limit how your data is processed.
5. **Data Portability:** Request your data in a structured, machine-readable format.
6. **Object:** Opt out of specific processing (e.g., direct marketing).
7. **Withdraw Consent:** At any time, where consent is the legal basis for processing.
8. **Lodge a Complaint:** With the Information Commissioner's Office (ICO) if you believe your rights have been violated.

How to Exercise Your Rights

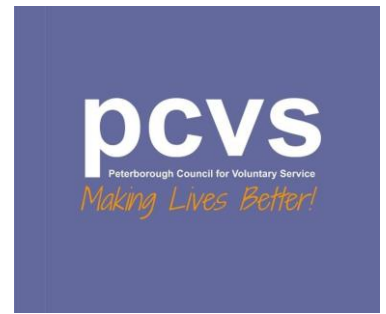
To exercise any of these rights, please contact us using the details below. We will respond within one month, or within three months for complex requests (with prior notice).

Updates to This Notice

Privacy Notice

We regularly review this notice to ensure compliance with legal requirements. Significant updates will be communicated via our website.

Last Updated: October 2024



Contact Us

If you have any questions about this notice or your data, please get in touch:

- **Email:** pcvs@pcvs.co.uk
- **Phone:** 01733 342683

For further information about your rights, you may contact the **Information Commissioner's Office (ICO)**: <https://ico.org.uk>.