

Our Data Policy

This Privacy Notice details the types of personal data we may collect about you when you interact with us. It also explains how we will store and handle that data and keep it safe.

We know that there is a lot of information here, but we want you to be fully informed about your rights, and how North Wales Community Law (NWLCSG) uses your data. We hope that the following sections will answer any questions you have. If not, please do get in touch with us.

What sort of data do we collect and how do we use it?

The type of data we collect depends on why we are processing your data. We typically collect your name and contact details.

The website contact form

If you have used the form on our website to submit an enquiry – for example, to ask about volunteering, a media enquiry, a general enquiry or to report issues with the website – then we may collect your first/last name, email address, telephone number and your nearest town, along with details of your enquiry.

We only ask what is required in order to provide assistance on what you have requested. We record the number and type of enquiries we receive in relation to volunteering, media and general enquiries on our database, and we retain the details you provide in order to assist you in your enquiry.

Conditions for Processing Data

We are only entitled to hold and process your data where the law allows us to. The current law on data protection sets out a number of different reasons for which we may collect and process your personal data. These include:

Legitimate Interests

In most situations, we require your data to pursue our legitimate interests in a way which might reasonably be expected as part of running our business and which does not materially impact your rights, freedom or interests. This may include to satisfy our external quality auditors or our regulators, or to properly report to funders.

Legal compliance

If the law requires us to, we may need to collect and process your data. For example, we can pass on details of people involved in fraud or other criminal activity.

Consent

In some situations, we can collect and process your data with your consent. For example, when you send a message via our website. When collecting your personal data, we will always make clear to you which data is necessary in connection with a particular service/purpose.

How we protect your data

We take protecting your data very seriously.

We will treat your data with the utmost care and take all appropriate steps to protect it. We have clear data protection and information security policies and procedures in place, along with Regulatory and other legal obligations to keep your data safe.

We protect our IT system from Cyber Attack. Access to your personal data is password-protected, and sensitive data is secured by encryption.

We regularly monitor our system for possible vulnerabilities and attacks, and we carry out penetration testing to identify ways to further strengthen security.

IT Systems

NWLCSG cares to ensure the security of personal data. When NWLCSG collects information about you, we also make sure that your information is protected from unauthorized access, loss, manipulation, falsification, destruction or unauthorized disclosure. This is done through appropriate technical measures. For example, emails and our online forms are encrypted, our network is protected and routinely monitored, remote devices e.g. mobile phones and laptops are encrypted and there are password policies and 2-step authentication in place for staff to securely access the organisation's IT systems. Our IT support company undertakes periodic review of our security to ensure we are protected.

Staffing and Internal Management

We undertake regular reviews of who has access to information that we hold, to ensure that your information is only accessible by appropriately trained staff, volunteers and contractors. Staff have access to personal information on a 'need-to-know' basis so, for example, highly sensitive data such as employment records are only available to managers with the designated permissions to access and process that data.

How long will we keep your data?

We only keep your data for as long as is necessary for the purpose(s) for which it was provided. For enquiries this will normally be 18 months after we receive your enquiry.

Where is your data processed?

Unless we state otherwise, your data is stored and processed within the European Economic Area (EEA). The EEA includes all EU Member countries as well as Iceland, Liechtenstein and Norway.

What are your rights?

You have the right to request:

- Access to the personal data we hold about you, free of charge in most cases.
- The correction of your personal data when incorrect, out of date or incomplete.
- The deletion of your personal data, for example when you withdraw consent; or object and we have no legitimate overriding interest; or once the purpose for which we hold the data has come to an end – although we are not required to delete your data where data where we are required to hold it for complying with our own legal obligations.
- That we stop any consent-based processing of your personal data after you withdraw that consent.

To ask for your information, please contact Katherine Adams at katherine.adams@nwcl.cymru.

If we choose not to action your request, we will explain to you the reasons for our refusal. In order to comply with your request, we may ask you to verify your identity.

Your right to withdraw consent

Whenever you have given us your consent to use your personal data, you have the right to change your mind at any time and withdraw that consent.

Where we rely on our legitimate interest

In cases where we process your personal data on the basis of our legitimate interest, you can ask us to stop for reasons connected to your individual situation. We must then do so unless we believe we have a legitimate overriding reason to continue processing your personal data.

The Regulator

If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office. You can contact them by calling 0303 123 1113, or visit www.ico.org.uk/concerns (opens in a new window). Please note that we cannot be responsible for the content of external websites.

