

## Website Privacy Policy

### Introduction

This privacy policy sets out how SCVYS uses and protects any information that you provide us with when you use this website.

SCVYS is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, you can be assured that it will only be used in accordance with this privacy policy and in line with the General Data Protection Regulation (GDPR) 2018 and UK GDPR 2021.

### 1. What we collect

We may collect the following information from you:

- Name and job title
- Contact information including email address
- Demographic information such as postcode, preferences and interests
- Other information relevant to customer surveys and/or offers

### 2. What we do with the Information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about our support and training opportunities or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for research purposes such as our annual census and surveys related to the voluntary youth sector. We may contact you by email, phone or mail.
- We may use the information to customise the website according to your interests and to improve the experience we provide to our online users. For example, information like the browser and device you are using helps us to maintain usable and accessible website content for all of our audience.

### **3. Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

### **4. How we use Cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to user needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

### **5. Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that website.

Therefore, we cannot be held responsible for the protection and privacy of any information which you provide whilst visiting such sites which are not governed by this privacy policy. You should exercise caution and view the privacy policy applicable to the website you are visiting.

### **6. Controlling your personal information**

You may choose to restrict the collection or use of your personal information in the following ways:

- Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- If you have previously agreed to us using your personal information for direct marketing purposes e.g. via the member consent form, you may change your mind at any time by emailing us at: [office@staffscvys.org.uk](mailto:office@staffscvys.org.uk) or calling our office on 01785 240378.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you are happy for this to happen.

You may request details of personal information which we hold about you under the Data Protection Act 1998 and UK GDPR 2021. If you would like a copy of the information we hold on

you please email us at: [office@staffscvys.org.uk](mailto:office@staffscvys.org.uk) or call us on 01785 240378 and we will explain the process.

If you believe that any information we are holding about you is incorrect or incomplete, please email us as soon as possible at: [office@staffscvys.org.uk](mailto:office@staffscvys.org.uk) or call us on 01785 240378 and we will promptly update any information found to be incorrect.

## 7. Your rights

Data protection regulations give you clear rights over how your data is used by us. You can find out more detail about your rights by visiting the Information Commissioner's Office website's section on individual rights <https://ico.org.uk/>.

You also have the right to report concerns or complain about our handling of your data to the Information Commissioner's Office. Details of how to do this can be found on its [website](#).



Signed:

(Chair)

Date: 23rd October 2023

Review: October 2025

*This policy can be reviewed before the policy review date at the request of staff or in line with changes to legislation or good practice guidance*