



## PRIVACY POLICY

This policy explains how, when and why we collect your personal information during the course of providing services to you, under what situations we may disclose your personal information within the Guernsey Voluntary Service and third-party providers.

### SUMMARY:

- We only collect personal information about you where it is completely necessary or you have consented, and we ensure that we only collect information that we need.
- We use third-party suppliers to help us provide an excellent service to you. Where we share personal information with those suppliers, we have the appropriate controls in place, which will assess the security of their processing arrangements.
- We will protect your personal information with an appropriate combination of technical and organisational measures.
- You have the rights to your information. These are detailed in Section 5.
- We retain your data for as long as is necessary.
- If you have a complaint, please see how to contact us at the end of this Policy.

### 1. WHAT INFORMATION DO WE COLLECT ABOUT YOU?

We need information about you to offer our range of services. We need to collect information from you to do this.

This can include personal information about you and other people you may include, and personal information we collect from other sources.

### 2. WHY WE USE THE INFORMATION ABOUT YOU?

We collect your personal information to provide the best service for you.

**Performance of a contract:** The use of your information is necessary to perform the contract that you, or an authorised person, has with us.

**Consent:** We may rely on your consent to use your personal information to provide you with the correct product or service.

### **3. INFORMATION THAT WE SHARE**

We may have to share your information with third-party service provider.

- States of Guernsey Health and Social Services for Meals on Wheels.

### **4. INFORMATION SECURITY**

We work hard to keep your data safe. We use an appropriate combination of technical and organisational measures to ensure, as far as reasonably possible the confidentiality, integrity and availability of your information at all times. If you have a security-related concern, please contact us using the details at the end of this policy.

### **5. ACCESS TO YOUR INFORMATION AND CORRECTION**

You have the right to request a copy of the information we hold about you. We will provide you with this information within one month of receiving your request and verifying your identity.

You also have a right to contact us if you believe your personal information is incorrect, or if you believe we are no longer entitled to use your personal data. If you have any questions about how we use your personal information, please contact us using the details at the end of this policy.

### **6. RETAINING YOUR DATA**

We will endeavour not to keep your personal information for longer than we have to for us to fulfil our obligations to you.

- Membership data will be kept for 10 years after members have ceased volunteering, so that we have an on-going record of their service in case they return to volunteering. After 10 years we will destroy your personal data records.
- Meals on Wheels: It is necessary to hold Client's personal data for GVS volunteers to deliver the service. This information will be destroyed as soon as the client stops receiving meals.

- Day Centres client's personal data will only be held for the duration of the client attending the Day Centres and will be destroyed when they leave. Medical data is held for the safety of the clients. Addresses and contact details are held for transporting the client to and from the Centres by GVS volunteers. Next of kin details are kept in case of emergencies.
- Good Companions and Darby & Joan member's personal data is held so that GVS volunteers can transport the social members to and from the groups and will be destroyed as soon as they stop attending.
- GVS 100 Club hold your name, address and email address, date of subscription/renewal, plus your number(s) in the 100 club. We hold this information so that we can send a cheque to you if you are one of our monthly winners.  
We hold an email address if we need to contact you. If we do not hold an email address for you, we use your physical address for this.  
We hold your number so that we can allocate any winnings to you and to check that your monthly or annual payment has been received.  
We hold the subscription/renewal date so we can check when to let you know that your number is coming to the end of its eligibility.  
We hold the above information for the duration that you are a member of the GVS 100 club.

## **7. COMPLAINTS**

We work hard to ensure that your personal information is treated safely and securely. However, if you have a complaint, either call or write to us using the contact details at the end of this policy.

### **CONTACT DETAILS:**

Email: [gvs.admin@cwgsy.net](mailto:gvs.admin@cwgsy.net)

Telephone: 247518 we are open from 9 am to 1 pm, out of hours we have an ansaphone so that you can leave a message and we will get back to you as soon as we can.

Write: Guernsey Voluntary Service, Jubilee Day Centre, Grande Maison Road, St Sampsons, Guernsey GY2 4JH