

Wells Coronavirus Network Privacy Policy (Service Users)

Our Contact Details

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Phone Number: **01749 467079**

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The type of personal information we collect

We currently collect and process the following information:

- * your first name and forename
- * the street on which you live
- * your email address
- * your phone number
- * the ward or village in which you live
- * your need as described by you (the service user) or your representative
- * prescription information given by the service user where necessary

How we get your personal information and why we collect it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- * Maintaining contact with you
- * Ensuring we can maintain good standards of safety and security for you and other vulnerable members of our community
- * so that we can offer help when service users need it in relation to the coronavirus outbreak

We use the information that you have given us in order to:

- * Keeping you informed of what is happening in the WCN
- * Matching you to a volunteer in relation to the coronavirus outbreak

We will share this information with our volunteer team on a need to know basis only

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information is your consent. You are able to remove your consent at any time. You can do this by contacting:

wcncoregroup@gmail.com

How we store your personal information

Your information is securely stored and on an on-line drive hosted by Google.

We keep this data until a time when the Coronavirus outbreak is contained and it is no longer needed. We will then dispose this information by deleting the database and all versions of it from the Google drive

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to withdraw consent to processing - You have the right to withdraw consent to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at wncoregroup@gmail.com if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at [Insert your organisation's contact details for data protection queries].

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>