Post Viral Support Group Calderdale customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

- Contact details
- What information we collect, use, and why
- Lawful bases and data protection rights
- Where we get personal information from
- How long we keep information
- Who we share information with
- How to complain

Contact details

Email

hello@pvsgcalderdale.com

What information we collect, use, and why

We collect or use the following personal information for **service updates or marketing purposes**:

- Names and contact details

We also collect or use the following special category information **for service updates or marketing purposes.** This information is subject to additional protection due to its sensitive nature:

- Health information

Please note "**service updates or marketing purposes**" is the broad category used by the Information Commissioner that best aligns to our organisation. Your data will be used to invite you to our various communities, both online and in person. We do not undertake any other types of marketing activities.

We have also included **health information** due to the nature of the organisation and our association with post-viral conditions. We do not collect any health specific data or information other than members are likely to have a condition.

Lawful bases and data protection rights

Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO's website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. Read more about the right of access.
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. Read more about the right to rectification.
- **Your right to erasure** - You have the right to ask us to delete your personal information. Read more about the right to erasure.
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. Read more about the right to restriction of processing.
- **Your right to object to processing** - You have the right to object to the processing of your personal data. Read more about the right to object to processing.
- **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. Read more about the right to data portability.
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. Read more about the right to withdraw consent.

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Where we get personal information from

- Directly from you

How long we keep information

Our retention schedule is driven by both legislation and business need. The main data we collect is name, mobile number and email which allows us to connect our community. Occasionally, we share information with research activities and Calderdale Council, but this will only be done with the individual's consent and will be covered by the third party's data protection policies. To support our business need we will keep data for up to five years and will review our personal data on an annual basis aligned with the Annual General Meeting.

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

Who we share information with

Others we share personal information with

- Calderdale Council
- Charities and voluntary organisations
- Publicly on our website, social media or other marketing and information media

How to complain

If you have any concerns about our use of your personal information, you can make a data protection complaint to us:

Email: lcsgroupcalderdale@gmail.com

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113
Website: https://www.ico.org.uk/make-a-complaint