

GRCC / Independence Trust Community Wellbeing Service Privacy Notice

At GRCC / Independence Trust, we are committed to safeguarding the rights and privacy of users of our services. This means that we do not collect or store your personal information with no reason and we do not sell, trade, or otherwise exchange email lists with other organisations for marketing purposes.

This Privacy Notice provides details of when and why we collect your personal information, how we use it, the limited circumstances when (with your permission) we may share your information with others, and how we keep it secure.

We hold your personal data in order to be able to provide our services and to administer and evaluate our projects. We will process information about your name, contact details, and our contact with you. The lawful basis for processing your information is therefore for legitimate interests in order to be able to contact you in relation to your query and to support you. The information we hold will contain health information, and the lawful basis for processing this information will also be legitimate interests to support your wellbeing needs.

We will retain your information while we are working with you and are required to retrain information beyond this period in order to maintain an audit trail of our activity to inform reports to our funders. In the case of the Community Wellbeing Service this will be one year following contract end in 2024. We will let you know if the timescales are longer than one year and unless you are specifically informed, and have given consent, your personal details will not appear in any report or case study.

We keep personal data on computerised records and in hard copy format, in accordance with GRCC / Independence Trust policies, and take care to store this information securely. We ensure that your details are accurate and kept up to date.

Unless you have specifically consented to receive such information, we will not send you marketing information and newsletters.

Your rights

The General Data Protection Regulations (GDPR) provides a number of rights for individuals:

1. The right to be informed about the information we process about you
2. The right of access – to see the information we process about you
3. The right to rectification – if you feel that any information held is inaccurate
4. The right to erasure – should you decide we should not process information about you
5. The right to restrict processing about you
6. The right to data portability
7. The right to object

Should you wish to exercise these rights please contact us though the following means:

For GRCC

By email to info@grcc.org.uk

By telephone – 01452 528491. Ask to speak to Clare Hockett

By post – FAO Clare Hockett, GRCC, Community House, 15 College Green, Gloucester GL1 2LZ

For Independence Trust

By email – info@independencetrust.co.uk

By telephone – 0345 8638323

By post – FAO Neil Bebbington, Independence Trust, Community House, 15 College Green, Gloucester GL1 2LZ

Please provide your full name and contact details, together with the nature of your request and your relationship with GRCC / Independence Trust (e.g. former / current member of staff; trustee or other volunteer; service user, etc.) and timescales involved. We will respond within a month of receiving your request.

The Information Commissioner's Office (ICO) is the UK's independent body set up to uphold information rights and to provide a route for people to complain if they are concerned about the processing of their information.

GRCC is a Data Controller and is registered with the ICO – registration number Z1653304.

Independence Trust is a Data Controller and is registered with the ICO – registration number Z7111129.

GRCC – Gloucestershire Rural Community Council. Charity number: 1054282. Company number: 3181755. www.grcc.org.uk

Independence Trust Charity number: 1083593. Company number: 03989442. www.independencetrust.co.uk

Both at Community House, 15 College Green, Gloucester GL1 2LZ

This privacy notice will be regularly reviewed and may be updated periodically, e.g. should legislation or circumstances change.

Updated 27/03/2023