



Lancaster District Community & Voluntary Solutions

Privacy Notice

Relating to: Website contact form

What information do we process?

When you contact us through the form on our website, we collect, store and process:

- Your name
- Your email address
- Information you submit in the body of your message

How do we collect this information?

We collect this information an online form.

Why do we need this information?

We need this information to efficiently and effectively respond to your enquiry.

How do we store and process this information?

We store this information within emails stored on a system provided by Microsoft and process it using their software. We accept Microsoft's terms of service which state how their systems comply with data protection legislation and GDPR. Further information can be found at <https://docs.microsoft.com/en-gb/legal/gdpr>

Who do we share this information with?

We do not share this information outside LDCVS systems with first obtaining your explicit consent in writing.

What are your rights over personal information we hold for this purpose?

You have certain rights under UK law (see <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>).

You have the right to a copy of all the information that we hold about you (apart from a very few things which we may be obliged to withhold because they concern other people as well as you). You also have the right to have any inaccurate information changed. To ask for changes, or obtain a copy of the information we hold, telephone or e-mail us. We will first need to verify your identity and then will aim to reply within 20 working days and, in any case, within the legal maximum of 30 days.

If you have any concerns about the data we hold on you, you can raise these by writing to us at hello@lancastercvs.org.uk, or telephoning 01524 555900. You also have the right to lodge a complaint with the Information Commissioner's Office (<https://ico.org.uk/concerns/>)

You can find further information in our Data Protection Policy, published on our website or available through the contact details above.

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