



## Lancaster District Community & Voluntary Solutions

### Privacy Notice

#### Relating to: Membership

*What information do we process?*

When you apply for membership with LDCVS, we collect, store and process:

- Your name
- Your email address
- The name of the organisation you work or volunteer for

You may also, once accepted as a member, add additional personal data to our records, such as:

- Your phone number
- The address of the organisation you work or volunteer for

When we work with you and your organisation we may also record:

- The reason, nature and outcome of work undertaken for or with you

We may also request, record and process information about your organisation, but please note this is not personal data.

*How do we collect this information?*

We collect this information through online forms and through correspondence with you and your organisation.

*Why do we need this information?*

We need this information to efficiently and effectively provide membership services for your organisation.

We subscribe members to our regular email newsletter. You will always be clearly provided with the option to unsubscribe.

*How do we store and process this information?*

We store this information on an external third-party system provided by Salesforce ([www.salesforce.com](http://www.salesforce.com)) and process it using their software. We accept the Salesforce terms of service which state how their systems comply with data protection legislation and GDPR. Further information can be found at <https://compliance.salesforce.com/en/gdpr>

*Who do we share this information with?*

We do not share personal data relating to membership unless we request your explicit consent in writing first.

*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](mailto: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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