



Lancaster District Community & Voluntary Solutions Privacy Notice Relating to: Lancaster District Directory of Services Self-Serve

When you complete the registration form on the Directory, your information will be received by Lancaster District Community & Voluntary Solutions and in some cases by the service provider you wish to access.

What information do we process?

When you register for self service and use the register interest feature, we receive:

- Your name (surname, first name, others as available)
- Your address
- Your contact telephone number and/or email
- Your date of birth

Signposting

As a result of registering for a service, we may 'signpost' you to the provider you have expressed interest in accessing. This means we will get in touch with you to discuss their work and support you to contact them, but won't transfer any data.

Direct Referral

Alternatively, the provider will receive a notification that you want to access their service. This means that they will be able to contact you.

The provider accesses your name, address, phone number, email, and date of birth through a system we make available to them.

The provider may record information about your attendance and will encourage you to update your wellbeing scores.

If the provider wants to use your information in their own systems to help them work with you, they must make sure you provide consent.

How do we collect this information?

We collect this information from the registration form at directory.lancastercvs.org.uk

Why do we need this information?

We need this information to contact you, help you access the services you need, and understand what interaction you have had with them. This is under the legal basis of

consent, that you have given clear permission for us to process your personal data for a specific purpose.

Storage, processing and disposal of your personal data

Your data is stored and processed using web-based software and servers provided by Access UK Ltd. Lancaster District Community & Voluntary Solutions is the client of Access UK Ltd for the purposes of providing the Lancaster District Directory and is the controller of the data received.

LDCVS only process your data within the software provided by Access UK Ltd in order to provide this service and do not transfer it to any other systems. Providers may transfer your data to their systems after receiving your consent to do so.

You can access your data on the system at any time by logging in.

We do not use your personal data for any other purpose. Access UK Ltd. aggregate and anonymise usage information and wellbeing scores and provide them to us in order to assess the effectiveness of the Directory. It is not possible to use this aggregated information to identify individuals.

Who do we share this information with?

Your personal data may be shared with the provider you wish to access if they have chosen to participate in the directory in this way.

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, and to ask us to permanently delete and/or cease processing information. To exercise any of these rights, 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@lancastercvcs.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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