



Lancaster District Community & Voluntary Solutions

Privacy Notice

Relating to: Events & Training Evaluation

What information do we process?

After attending an event or training activity (referred to from now on as an event) run by or on behalf of LDCVS, we may send you an evaluation form where we will collect your feedback.

Personal data collected may include:

- Your name
- Information about your work or volunteering including organisation name and your role there
- Your contact details (email address, phone number etc..)
- Information given in your responses that reveals other personal data (e.g your dietary or access needs, your personal/professional development requirements etc..)

This Privacy Notice explains how and why we do this, and your rights over this data.

How do we collect this information?

We collect this information using Microsoft Forms. Occasionally, the course provider may ask us to use their own evaluation materials, in which case you should refer to their own privacy and data sharing information.

Why do we need this information?

- To understand how this event helped you and the organisation you are involved with
- To help us improve the delivery and content of future events
- To help us report on our activities
- So that we can more effectively support you and your organisation with your development requirements.

How do we store and process this information?

The information is initially stored and processed on systems provided by Microsoft UK Limited. We accept their 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>

We may also transfer this information to systems provided by Salesforce UK Limited, and process it using their software. We accept their terms of service which state how systems comply with data protection legislation and GDPR. Further information can be found at

compliance.salesforce.com/en/gdpr

Who do we share this information with?

We may share aggregated and anonymised information with the event facilitator and venue, to help them improve future events.

We may use written comments in our annual report, report to funders or on our social media platforms in the form of quotes and or testimonials. These will be attributed to your organisation and information enabling the personal identification of you as an individual will not be included.

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

You have certain rights relating to personal data 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.

Creation date: 27/07/23

Review due by: 26/07/24