

Data Protection and Privacy Policy

In response to the Covid-19 pandemic a local group of people, the 'Help Witts' Volunteers, will be collecting personal data in order to provide local support during illness or isolation.

We are doing our best to work in line with the General Data Protection Regulation (GDPR) and give individuals the right to be informed about how we will use and look after use their personal data, however in these unprecedented times and as a non-official group of volunteers without a formal structure, our GDPR compliance will be a 'best effort' pragmatic approach following the guidelines of the ICO at:

<https://ico.org.uk/about-the-ico/news-and-events/blog-community-groups-and-covid-19/>

If you have enquiries about this privacy statement or about use of your personal data, you can contact the data controller: Marcus Green, help@helpwitts.uk, www.helpwitts.uk

This privacy statement tells you what to expect when the 'Help Witts' Volunteers collect your personal data. It applies to information we collect about you so that we can provide appropriate support.

We will collect your name, email address and phone number.

If you are a volunteer we will also ask how you are able to help and store this information.

If you need help we will ask what help you need and we will store this information.

We may store notes on calls or emails that we receive. If you are put in touch directly with a volunteer then that volunteer may store notes personally and may share those notes with other volunteers.

We use this data ensure that we provide appropriate support to residents who have asked for help. We may share your contact details with volunteers so that they can provide appropriate support to you.

If you have concerns about the use of your personal data, or its accuracy, please contact us using the details above.

We will take appropriate steps to make sure we hold records about you in a secure way, including:

1. all members of the 'Help Witts' volunteer team who have access to your personal data or are associated with the handling of that data will be asked to respect the confidentiality of your personal data.
2. putting in place procedures and technologies to maintain the security of all personal data from the point of collection to the point of destruction.

You have the right to withdraw consent for us to hold or process your data at any time, or to correct it, or to let you know what data we have stored about you. We can delete your data if asked.

For independent advice about data protection, privacy and data sharing issues, or if you are dissatisfied with how we have handled a complaint about use of your data, you can write to the Information Commissioner's Office at the following address:

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF - 0303 123 1113 - casework@ico.org.uk