QVA Privacy and data policy

Quaker Voluntary Action (QVA) is committed to maintaining all personal data that we process in a secure manner, in line with legislation.

What data do we collect, who has access it, and how do we use it?

We collect some personal details from those who have opted in to receiving our newsletters, either by emailing us to ask to be added to the mailing list, or by signing up at one of our events. These might include a persons' name, email address, and postal address (if they choose to supply this).

We add these to our own database, which we use to send out regular email newsletters to supporters, and an annual postal mailing.

We do not share any other contact data without consent with any other company or organisation, for any reason.

Collecting data on those who participate in QVA events

Those who have signed up to attend QVA events supply more information, some of which is sensitive e.g. date of birth, accessibility requirements, next of kin. This information will be shared only between QVA staff and relevant event facilitators until the event has finished and we have completed all related administration. Then we will delete it.

Collecting data on those who support QVA financially

Those who donate money to QVA may – depending on the way the donation was made – have supplied us with information to enable, or as part of, this transaction (or repeated transactions). Some of this information is sensitive e.g. name, address and bank details. The information will only be accessible to our treasurer and in some circumstances to those other trustees and staff member who are signatories of our bank account.

We keep donor records as required by the Companies House and the Charity Commission, and for a maximum of ten years after a one-off donation, or after the end of a regular donation. This helps us maintain communications with you on the topic of your

donation only (we will not sign you up to our newsletter without consent), to easily answer any questions from you on financial issues, and to build a positive relationship with QVA supporters.

Collecting data on those who apply for work for QVA

We collect some details from those who apply for paid employment with QVA. These details include applicants' names, postal and email addresses, dates of birth, contact telephone numbers and accessibility requirements. They will be stored securely online. We do not share this data with any company or organisation for any reason without consent or as required by law. Such data will be held for a period of 12 months after which it will be destroyed.

Photos

Sometimes photos or videos taken by QVA will include people participating in our events. We will do our utmost to ensure that anyone who would rather not be photographed or filmed is not included in the footage.

We occasionally take photos of our supporters taking part in actions or events, or have these delivered to us by other participants in QVA-related activities. We do our best to ensure that everyone in those photos and videos have given their consent to be included.

What if there's a data security breach?

According to the Information Commissioner's Office, personal data breaches occur:

- when data is lost, destroyed, corrupted or disclosed;
- if someone accesses the data or passes it on without proper authorisation;
- or if data is made unavailable and this unavailability has a significant negative effect on individuals.

QVA complies with all relevant legislation in identifying and responding to personal data security breaches. This includes documenting all breaches, notifying the Information Commissioner's Office of a breach within 72 hours of becoming aware of it, and notifying and advising affected individuals in compliance with relevant legislation.

Data accuracy, or changing your mind about how we can contact you

QVA endeavours to keep the data we hold on individuals as up to date and accurate as possible. If any of your details change, or if you would like to know what information about you we hold, please contact us using any of the methods below.

Supporters can also opt in or out of QVA mailing lists at any time by:

replying to an email we've sent you

emailing us at mail@qva.org.uk

phoning us on 07518 471678.

We may adapt this privacy policy in the future to take account of changes in our processes, but it will always—as a minimum—respect data protection regulations in the UK (where our offices are based).

Agreed by QVA trustees 08/05/20