

CROWS Privacy Policy

The type of personal information we collect from our website

We currently collect the following information:

1. **New volunteers** - information in the expression of interest form - name and contact details, previous experience, etc.
2. **People reporting a problem** - information in the problem report form - name and contact details.
3. **Website cookies** - these are automatically placed on user devices when users watch a video or enter information in our online forms.

Why we have your personal information

The personal information we process is for:

1. **New Volunteers** - The information needed is to help us recruit new volunteers.
2. **People reporting a problem** - The contact information enables us to get in touch to clarify the location and the nature of the problem, to report on progress, or to explain why we cannot deal with the problem.
3. **Website cookies** - These tell us whether users are logged in to the website, and they enable the automatic functioning of the video player and the report forms. We do not use cookies for tracking users.

How we store your personal information

1. **New Volunteers** - the information from the expression of interest forms is kept in a secure folder on our cloud Drive. It is shared with the volunteers who oversee the new volunteer's induction. When volunteers are accepted as members of CROWS, we ask their permission to retain their contact information and to share it with other CROWS members. The interest form is then deleted.
2. **People reporting a problem** - the information provided on our report form is shared with the volunteer who inspects the problem. They create a job sheet and enter it in our workflow system, and the report form is then deleted, usually within 30 days.
3. **Website cookies** - these are not accessed or shared by CROWS, but they are needed for the automatic functioning of the website.

GDPR regulation

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

1. Your consent. You can remove your consent at any time by emailing crows-coop@outlook.com
2. We have a legitimate interest.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to change personal information you think is inaccurate or incomplete.

Your right to erasure - You have the right to ask us to erase your personal information.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information.

Your right to object to processing - You have the right to object to the processing of your personal information.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at crows-coop@outlook.com if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at crows-coop@outlook.com or by post to Unit 3, Mount Shed, Banksfield Road, Mytholmroyd, HX7 5NW.

You can also complain to the Information Commissioner's Office if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>