



Privacy Statement – May 2018

Reason for Change

The new Data Protection Laws come into force on 25 May 2018. As part of this we have made some changes to our Privacy Statement. The changes reflect the new legal standards and our role and responsibilities to be open, clear and transparent in the way we hold and process your personal and special characteristic information. You will find below our commitments to you but if you would like further information please contact us on the details shown.

Who We Are and What We Do

Cheshire Community Development Trust (CCDT) is a charity and company limited by guarantee with the focus on people and community. We are based in Northwich and have a strong track record of delivering services across Cheshire to support and empower people to:

- remain independent
- reduce social isolation
- provide opportunities for people to attain their goals
- have equal access to find a place in society where they can live and work and have a sense of purpose.

Although these services may change from time to time, our values remain the same – Quality, Caring, Reliability, Trust, Non-Judgemental and Community Focused.

We work with a range of partners to deliver our services.

Cheshire Community Development Trust is registered as Data Controllers under the Data Protection Act.

How we may use your information

The legal basis that we will rely on for processing your data will depend upon the individual circumstances it is being collected and used for and this will be made clear to you at the initial point of service agreement, however, it will be covered under one of the following categories:

- Where you have provided consent to allow us to use your data in a certain way that you have opted into
- Where the processing is necessary to carry out the performance of a contract with you
- Where the processing is necessary in order for us to comply with a legal obligation: or
- Where it is in our legitimate interest to perform our functions, for example, processing donations, raise funds and to deliver our charitable purposes



Please be assured we will never sell, swap or rent out your personal information to other organisations for them to use in their own marketing activities.

We may use anonymised information about you for monitoring, reporting and recording purposes only.

We will only use your information for the specific intended purpose.

We will ensure your personal and special category information either in paper or electronic form is secure.

We will only keep your information for the agreed and notified timescales.

Service Providers

Cheshire Community Development Trust works with service providers such as software platform providers to help us provide you with our services and to operate the running of the charity. Examples of this are but not limited to Flexi route for our Transport service, Sage for Finance and Payroll, Pension Providers, IT support, My Donate

We also have agreed limited data sharing agreements with some of our partner organisations where there is a contracted basis for the service.

We may need to give limited access to relevant persons within these service provider areas, but we will only allow limited access specifically to perform their service for us. Where this is required we will ensure systems are legally compliant.

Legal Requirements

We may disclose your personal/special category personal information when required by law, for example, to HMRC for tax purposes, to police for the prevention or detection of crime, or to other emergency services where it is necessary to safeguard your health and wellbeing. We also safeguard the sharing of this information by using formulised information sharing agreements with organisations where appropriate. Any requests /disclosure for information are only met once it is deemed to be legally compliant.

Marketing Communications

Where you give us your consent to do so, we will use your personal data to send you communications for information on services, newsletters, training, marketing and fundraising activities and volunteering opportunities. You will be able to select the different options to ensure you only receive the information you want.



You can choose how you want us to contact you, whether by email, phone, post or text messages(SMS/MMS) and you can update your communication preferences or to stop receiving information at any time by telling us when things change. Please see the Keeping Us Informed Section below.

Keeping Us Informed When Things Change

We want to make sure that the personal and special category information we hold on you is accurate and up to date. You can help us to keep our records up to date by telling us when your contact details and other personal information changes.

You can also change your mind at any time about how we contact you or ask us to stop contacting you altogether, to withdraw consent and for your information to be removed in certain circumstances.

Please contact Cheshire Community Development Trust and we will make the changes for you and ensure your information and choices are up to date. You can do this by:

1. Visiting our Website: [www.Cheshirecdt.org.uk/About/Contact Form](http://www.Cheshirecdt.org.uk/About/Contact%20Form)
Please use as the Message Subject: Data Protection Lead Change
2. Telephone: 01606 723 180 - Please ask for the Data Protection Lead
3. Write to: Cheshire Community Development Trust, Data Protection Lead,
Waterside House, Navigation Road, Northwich, Cheshire CW8 1BE

If you tell us you no longer want us to contact you or you no longer want to access our service, it may take a short time before our communications stop altogether but we will ensure this is done as quickly as possible.

The Personal information that we hold on your behalf is never sold on to other organisations and is never used so that other organisations can sell you their products or services.

