



Coventry Independent
Advice Service

Privacy notice for members and contacts

This notice has been created to help you understand why we collect and process your personal information and how we use it. It also outlines your rights and who to contact with privacy enquiries.

1. Who is responsible for keeping my personal information safe?

Coventry Independent Advice Service (CIAS) is responsible for keeping your personal information safe and making sure we comply with data protection law. This means we are the 'data controller' for your personal information.

We are a registered UK charity (1015216) and a company limited by guarantee in England and Wales (2761115). We are authorised and regulated by the Financial Conduct Authority (FRN: 628958).

Our registered address is Coventry Independent Advice Service, Oakwood House, Coventry CV1 2HL. You can contact us by email info@covadvice.org.uk or telephone 024 76521100.

2. How your information will be used

CIAS keeps and processes information about you for legitimate business purposes. The information we hold, and process, will be used for our own management and administrative use only. Your data will be stored securely within the UK.

When you register as a CIAS member, or as contact, we collect only the information we need, including your name, postal address, email address and other contact details you supply. This information will have been provided by you.

We will keep and use your personal information to enable us to pursue our legitimate business interests and to manage our relationship with you effectively, lawfully and appropriately. This includes using information to enable us to pursue the legitimate interests of the charity, responding to any feedback or questions you send us, to give you information you want about our services and for general administration purposes. If you are a member of CIAS, these details are also used to communicate with you about general membership matters.

If you do not provide this data, we may be unable in some circumstances to provide services or information to you, and we will tell you about the implications of that decision.

Where we process special categories of information for monitoring purposes (e.g. ethnicity or health issues), we will always obtain your explicit consent to those activities unless this is not required by law or the information is required to protect your health in an emergency. Where we are processing data based on your consent, you have the right to withdraw that consent at any time.

3. How long will you keep my data?

If you are a member of CIAS, your personal information will only be held for as long as you are a member of the CIAS. You may request that your information is removed, which would mean you would no longer be a member, by contacting us (see section 1 above). If you provide your details as a contact, we will hold this data for a period of one year unless you notify us that you want your information removed or amended.

4. Who can access my personal information?

We do not share any information with third parties for marketing or any other purpose. We will never sell or rent your information to third parties.

There are some limited circumstances where we may be compelled to share your personal information. This will only happen if there is a good reason that is more important than protecting your privacy. Examples would include where a serious crime has been committed or to protect a child or a vulnerable adult.

We may also need to share your personal information to protect your own physical safety (by getting you urgent medical attention, for example). Where possible, we will get your permission to share information in these circumstances.

5. Your rights

Under the General Data Protection Regulations (GDPR) you have several rights regarding your personal data. You have the right to request access to and rectification or erasure of your personal data, the right to restrict processing, object to processing as well as, in certain circumstances, the right to data portability.

If we consider that we may need to process your personal data for a purpose other than that which it was collected, we will provide you with information on that purpose and any other relevant information before the processing takes place.

If you have provided consent for the processing of your data, you have the right (in certain circumstances) to withdraw that consent at any time which will not affect the lawfulness of the processing before your consent was withdrawn.

You have the right to lodge a complaint to the Information Commissioners' Office (<https://ico.org.uk>) if you believe that we have not complied with the requirements of the GDPR regarding your personal data.

6. Identity and contact details of controller and responsible person

Coventry Independent Advice Service is the controller and processor of data for the purposes of the GDPR.

If you have any concerns as to how your data is processed, you should contact Alan Markey, Director of Service, (alan.markey@covadvice.org.uk) or one of the Officers on the Trustee Board (Chair, Vice Chair or Treasurer).

This notice will be kept under review and you will be notified of any changes based on guidance from the Information Commissioners Office or elsewhere.

Last reviewed	N/A – new document
Reviewed by	Alan Markey, Director of Service
Last updated	23 May 2018
Updated by	Alan Markey, Director of Service
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