

## CONWY CYNHALIOL'S PRIVACY NOTICE

How and why we use your personal information?

Conwy Cynhaliol is committed to protecting your privacy when you work with us or use one of our services. This privacy notice explains how and why we use and protect your personal information and what are your rights as individuals.

### 1. What is Personal Information?

Personal information: The definition of personal information includes anything that identifies and relates to a living person, for example, name, date of birth, address.

'Special category' information: Some types of information about you are more sensitive and need further protection. Under the General Data Protection Regulation these are called special category information and include:

- Political or philosophical beliefs
- Sex-life and sexuality
- Health
- Ethnicity
- Trade union membership
- Genetic or biometric data (fingerprints or facial recognition technology)
- Criminal records

### 2. Why do we need your information?

Dependent on the project or activity, we need to use information about you so that we can:

- Offer you services;
- Market our services;
- Manage services
- Meet our contractual obligations;
- Meet legal obligations;
- Comply with grant requirements.

### 3. Legal Basis

The General Data Protection Regulation lays out 6 legal conditions that allow us to collect and use your personal information. These conditions are:

1. Processing based on individual's consent;
2. Processing is necessary for a contract;
3. Processing is necessary to comply with a legal obligation;
4. Processing is necessary for the individual's vital interests;
5. Processing is necessary as it undertakes a task in the public's interest.
6. Processing is necessary for legitimate interests

Most of the time, Conwy Cynhaliol processes your personal information based on either condition 1, 2 or 3. We cannot process your information if there is no legal basis for doing so. We will always tell you the legal basis as part of a privacy notice on our forms at the point of collection.

### 4. Information Sharing

From time to time Conwy Cynhaliol will share your information with partnering bodies, depending on the various projects. We will always tell you at the point of collection if we will be doing so and with whom. If we rely on your consent for processing, you have every right to object for us to share externally. Sometimes, we have a legal duty to share information with others, e.g. the courts, DWP and HMRC. We can also share information with outside bodies to discover and prevent fraud.

## 5. Individual Rights

The law gives you as individuals a number of rights around how your personal information is used.

- [The right to know](#)

You have the right to know why and how we process your personal information at the point of collection. Conwy Cynhaliol will always tell you this as part of our privacy notices on each of our forms.

- [The right to access](#)

You have the right to ask to access all the information about you that we keep. But we cannot always give you the information. We will not share with you if the records include:

- Confidential information about other people;
- Information that a professional believes would cause serious harm to the physical / mental welfare of yourself or someone else;
- Information that would prevent us from preventing the solving of a crime / impact an ongoing investigation. We have up to one month to respond to a subject access request.

- [The right to correct information](#)

If you believe that the information we keep about you is incorrect, you have the right to contact us and ask us to correct it. It may be possible that we will be unable to change the information on every occasion, but we will correct anything that is factually incorrect.

- [The right for deletion \(right to be forgotten\)](#)

In some circumstances you have the right to ask us to delete your information, for example:

- Where your personal information is no longer needed;
- Where you have withdrawn your consent;
- Where your information has been used illegally;
- Where there is a legal requirement to delete the information;
- Where you have objected to the processing of your information;
- Where data has been collected as part of an on-line service for children.

However, we cannot always delete your information, for example:

- If it is used for freedom of expression;
- If the law states that we must keep it;
- It is used for public health purposes in the public's interest;
- It is used for archival purposes – historical research or statistical purposes;
- It is necessary for organisational legal claims.

- [The right to restrict the use of your information](#)

You have the right to ask that we restrict the use of information where:

- You have informed us that information about you is incorrect and we're in the process of checking it;
- We do not have a legal right to use the information, but you wish us to restrict the use rather than delete it completely;
- We do not have any reason to retain it but you need it to establish, execute or defend a legal claim;

- You have objected to processing and we need time to determine whether our basis outweigh the rights of the individual.

- **The right to data portability**

You have the right to ask for your personal information in a common format, and you can ask for it to be shared or transferred to another service provider.

This can only happen if:

- Consent or contractual obligation is the legal basis for processing
- The processing is done automatically by a computer

- **The right to object**

In some circumstances you have the right to object to the processing of your personal information:

- If the purpose of processing is public or direct marketing;
- If we are processing your information on the basis of legal interests or an official public task;
- If processing is for research or statistics purposes.

We cannot comply with the request if:

- There are strong, legal reasons for processing;
- There is a need to establish, execute or defend legal claims.

- **Rights in relation to automated decisions and profiling**

You have the right to ask for an explanation about any decisions made by a computer, without any intervention by an individual. You can query any decisions made by a computer about you, unless this needs to be done for a contract, there is a legal requirement, or you have given your permission for this to happen.

You also have the right to object to any 'profiling.' Conwy Cynhaliol will always inform you if we use your personal information to profile you.

## 6. Information Security

Conwy Cynhaliol will always take appropriate measures to keep your personal information secure. We have work processes and systems in place to manage access, transfer and disposal of information securely. All staff are trained how to keep information safe and how to comply with the General Data Protection Regulation.

## 7. For how long do we keep your information?

We have a Retention schedule in place stating how long we should keep our various records. These retention periods will vary from project to project and are often based on grant or funding requirements. Our privacy notices on our various forms for collecting information will always state how long we will be keeping your personal information.

## 8. Contact

For more information, or to make a complaint, contact [conwylocalactiongroup@conwy.gov.uk](mailto:conwylocalactiongroup@conwy.gov.uk)

Or for independent advice on data protection matters contact the Information Commissioner's Office <https://ico.org.uk/make-a-complaint/your-personal-information-concerns/>

This privacy notice explains how and why we use and protect your personal information.

#### 1. What type of information do we collect about you?

We Conwy Cynhaliol, will collect this type of information about you:

- Name
- Email Address
- Address
- Telephone Number

#### 2. Why do we need your information?

We, Conwy Cynhaliol collect your personal information so that we can

- Market our services
- Maintain a mailing list
- Allow participation in pilot projects
- Keep a record of event attendees, such as a register
- Research work

We will from time to time be anonymizing the information for the purpose of collecting statistics and research.

#### 3. Legal Basis

The General Data Protection Regulation notes we must have a legal basis to process any personal information. Conwy Cynhaliol will process your personal information on the basis of this condition:

- Processing based on individual's consent;

We will always tell you the legal basis as part of a privacy notice on our forms at the point of collection.

#### 4. Information Sharing

From time to time Conwy Cynhaliol will share your information with partnering bodies and external organisations to collaborate on projects, host events and to answer the program's operating requirements. We will always tell you at the point of collection if we will be doing so and with whom. If we rely on your consent for processing, you have every right to object for us to share externally.

#### 5. Information Security

Conwy Cynhaliol will always take appropriate measures to keep your personal information secure. We have work processes and systems in place to manage access, transfer and dispose of information securely. All staff are trained how to keep information safe and how to comply with the General Data Protection Regulation.

#### 6. For how long do we keep your information?

What is the information?	How is it collected and kept?	Retention period?
Mailing list	<ul style="list-style-type: none"><li>- Collect your details with paper forms or online registration forms.</li><li>- The details will be inputted and kept in an electronic database and the paper forms will be scanned.</li></ul>	<ul style="list-style-type: none"><li>- We will keep an electronic/paper/electronic &amp; paper version of the forms and your details on the mailing list/database until you ask us to remove it. Otherwise we will keep them until 2030 in accordance with the requirements of our funders.</li></ul>

		<ul style="list-style-type: none"> <li>- We will dispose of the paper copies once they have been scanned into the electronic system.</li> </ul>
Participation permission in pilot projects	<ul style="list-style-type: none"> <li>- Collect your details with paper forms or online registration forms.</li> <li>- The details will be inputted and kept in an electronic database and the paper forms will be Scanned.</li> </ul>	<ul style="list-style-type: none"> <li>- We will keep an electronic/paper/electronic &amp; paper version of the forms and your details on a database until 2030 in accordance with the requirements of our funders.</li> <li>- We will dispose of the paper copies once they have been scanned into the electronic system.</li> </ul>
Event registers	<ul style="list-style-type: none"> <li>- Collect your details with paper forms.</li> <li>-</li> <li>- The details will be inputted and kept on an electronic database and the paper forms will be scanned.</li> </ul>	<ul style="list-style-type: none"> <li>- We will keep an electronic/paper/electronic &amp; paper version of the forms and your details on a database until 2030 in accordance with the requirements of our funders.</li> <li>- We will dispose of the paper copies once they have been scanned into the electronic system</li> </ul>
Research Work	<ul style="list-style-type: none"> <li>- We will use personal information already on our database and will anonymize it for the purposes of statistical and research work.</li> <li>- We will collect personal information through an online/paper questionnaire, which is anonymous and has been anonymized from the start for the purposes of statistical and research work.</li> </ul>	<ul style="list-style-type: none"> <li>- Your personal details in our databases will be kept until 2030 in line with our funders requirements, unless you've removed your permission.</li> <li>-</li> <li>- We will also keep all the anonymized statistical and research work for the same period of time.</li> </ul>

## 7. Contact and further information

For more information, or to make a complaint, contact [conwylocalactiongroup@conwy.gov.uk](mailto:conwylocalactiongroup@conwy.gov.uk)

Or for independent advice on data protection matters contact the Information Commissioner's Office <https://ico.org.uk/make-a-complaint/your-personal-information-concerns/>