

Association of Voluntary Guides

Privacy Statement

Preservation of your privacy is important to the Association of Voluntary Guides (AVG) and we are committed to letting you know how we use your personal information and to making only responsible use of your data. This is central to our values as an organisation. We want everyone who supports us, or who volunteers for us, to feel confident about how any personal information they share will be looked after or used.

1. How we collect personal information about you

We may collect personal information from you when you interact with the AVG. There are many occasions when this could happen, for example: if you enquire about our activities, make a donation to us, apply for a job or volunteering opportunity, if you choose to provide some optional feedback or otherwise provide us with personal information. This may be when you email or phone us, go onto our website, through the post, or in person.

2. What information do we collect?

The personal information we collect might include your contact details such as name, **date of birth**, email address, postal address, home and/or mobile telephone numbers, financial information (relating only to donation) **and medical information if it is relevant to your volunteering or tour** as well as information you provide in any correspondence between us.

3. How do we use personal information?

We may use your personal information to:

- Provide or administer activities relating to our services: updating you with important administrative messages, to help us identify you when you contact us, and help us to properly maintain our records in line with the Data Protection Act 1998 and General Data Protection Regulations 2018;
- Your personal information will only be used to process your requests/enquiries about the AVG and to provide you with information about our work and activities which we think you may be interested in if you have previously told us that's ok;
- The personal information of **volunteers** will only be used to process applications, manage the volunteer service and provide information we think you may be interested in.
- We may need to disclose your information if required to do so by law (for example, to comply with applicable laws, regulations and codes of practice or in response to a valid request from a competent authority);
- We will **not** share your information with any other individuals or organisations for marketing purposes; and

- We will make it easy for you to tell us how you want us to communicate with you, including how to opt out from future communications - and we promise your request will be respected straight away.

3. Security

You can be confident that:

- We will look after any personal information that you share with us;
- Our office data holdings are secured **??** security measures and only accessible to the **office administrators and members of the AVG Committee where appropriate;**
- We take all reasonable care to safeguard your personal information **through security policies and secure business processes;**
- Communications in connection with the AVG may be sent by e-mail. For ease of use and compatibility, communications (other than payments where applicable) will not be sent in an encrypted form unless you require it and provide the certification to enable us to communicate with you in that way. E-mail unless encrypted is not a fully secure means of communication. Whilst we endeavour to keep our systems and communications protected against viruses and other harmful effects we cannot bear responsibility for all communications being virus-free;
- The retention period for personal **data is 2 years**. All personal data is reviewed at that time to ensure that we are not holding unnecessary information; and
- we only keep your personal information for as long as is reasonable and necessary

4. Cookies

We do not use Third Party tracking Cookies on our website.

5. Other information

- If you would like to have a copy of your information holding, for us to correct or update any information, or if you would like information deleted from our records, then please email us at avg1951@hotmail.com Written applications to be sent to The Association of Voluntary Guides, 1 Museum Street, York, North Yorkshire, YO1 7DT or telephone 01904 550098
- This privacy policy may be updated from time to time, so please check it periodically
- Links within our sites to other websites are not covered by this privacy policy

Version: 1
Approval: ????
Review date: ?????

Name

Role

Association of Voluntary Guides York

Mobile:

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