

Privacy Policy

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1. Introduction

From the 25th May 2018 the General Data Protection Regulation (GDPR) will be coming into force in the UK. The aim of this new regulation is to bring the law up to date on new technological changes of data processing, as well as, synchronize data protection across Europe.

This change will mean that Coventry and Warwickshire Association for the Deaf (CWAD) have an obligation to ensure your personal data will be held: Lawfully, transparently, accurately, securely and confidentially. Data we collect on you will only be kept for the specified purpose it was collected for and we will store it for the minimal amount of time possible.

2. The Data Collection Process

2.1. What data we collect and why

In line with GDPR, CWAD will only collect your personal data for one or more of these reasons:

- To fulfil a contract, you have with CWAD
- As a service provider who has a contract with CWAD

CWAD have a legal duty to use your data

- When you consent to it
- When it is in our legitimate interests

2.2 How your data is used

- For contact about potential bookings
- For contact about the development of the business and future opportunities through our partner bulletins
- To respond to your queries
- To process payments

2.3 Who we share your data with

Once a booking is confirmed we will provide your data to:

- The client. This is the person or organisation who has placed the booking and we are charging.
- The Interpreter: This is will be an NRCPD registered interpreter to ensure that the interpreter is
 - is properly trained by successfully completing an approved course;
 - has agreed to abide by the Code of Conduct;
 - is subject to a complaints process;
 - continues their professional development;
 - has an enhanced disclosure from the Disclosure and Barring Service; and
 - has valid professional indemnity insurance.

We provide them with the minimum amount of data required to fulfil the booking.

All data is securely stored on cloud based software.

3. Sensitive Personal Data

Certain kinds of personal data are categorised as sensitive. This means we have extra obligations on how we process this data. Data will fall under this category if the content is regarding: Race; ethnicity; physical or mental health; religious beliefs; and/or criminal offences. CWAD will only ask for this when necessary.

We collect sensitive data in the following scenarios:

- For Mental health as a type of booking under a generic heading, to ensure the right professional is sent to the booking
- DBS contains information on criminal convictions for staff, freelancers and volunteers. This is viewed once by a member of senior management and not stored.
- Religious beliefs (if offered) for members of staff and volunteers.

By providing any sensitive personal data, you explicitly agree that we may collect it and use it to provide services to you.

4. What are your rights?

Under GDPR and The Data Protection Act 2018 (DPA) you have a number of rights with regard to your personal data.

- You have the right to request from us 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 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 if you believe that we have not complied with the requirements of the GDPR or DPA 18 with regard to your personal data.

Time scales for requests

- Simple requests: 0-1 month to complete.
- Complex requests: 0-2 months to complete.

You will only be charged for any request made if excessive information is request.



5. Any Questions?

If you would like to exercise any of the above rights or have any questions regarding how your data is processed you can contact CWAD by emailing office@coventrydeafcentre.org.uk