

Privacy and Cookies

The Connecting Communities in Berkshire (CCB) is the data controller (ICO registration number Z660572X) for personal data about clients, members, Trustees, volunteers, suppliers, job applicants and our current and former employees, event/training attendees and newsletter subscribers. Our registered address is CCB, 11 Diddenham Business Park, Diddenham Court, Lambwood Hill, Grazeley, Reading, RG7 1JQ

We do not trade personal data for commercial purposes and will only disclose it if required by law, necessary to arrange your event/training attendance, or with your consent. To contact us with a data protection query regarding the processing of your personal data, please use the **contact us** or email admin@ccberks.org.uk

Details of our processing

We believe that all these purposes are justified on the basis of our legitimate interests in running and promoting the charity, our contractual requirements to deliver the agreed services to you, and our legal obligations. The exception is for sending email marketing which we carry out on the basis of consent. If you would like to know more, please read below:

- Clients/Members
- Trustees/Volunteers
- Our Current and Former Employees
- Event/Training Attendees
- E-Newsletter / Social Media/Blogs

Clients/Membership

As a client or member, we will hold the following information about you:

- Name and contact information.
- Geographic information such as postcode.
- Information and documents relating to the service we are providing, including communications with you.
- Billing and payment information.

We use your Personal Data to meet our contractual requirements to support us in providing a service to you. We also use your Personal Data as required by law, such as for tax purposes. We also use your information to invoice you, and to keep track of payments that you make.

If you are a member of the CCB Oil Club please read the [OFPS \(Oil Fuel Poverty Solutions\) Privacy Statement](#) who run the club on behalf of CCB.

We currently use third-party online tools:

- QuickBooks to manage your billing and payment details. QuickBooks uses servers that are based in the US, therefore personal information is transferred outside of the EEA. For more information please view QuickBooks [privacy policy](#).
- Microsoft Office 365 to maintain contact details and communication. Microsoft uses servers that are based in Europe, therefore personal information is **not** transferred outside of the EEA. For more information please view Microsoft's [privacy policy](#).

As a client we will retain information about you for the duration of our relationship with you, and up to 2 years after the relationship ends. We are required to maintain a list of members indefinitely in line with our constitution and in order to comply with guidance outlined by the Charity Commission.

We will retain financial records for 6 years, following the end of the financial year to which they relate.

Trustees/Volunteers

As a Trustee/Volunteer we will hold the following information about you:

- Your name and contact information.
- Information about the service you have provided or meetings you have attended on behalf of CCB.
- Information and documents relating to the service you have volunteered to help us provide.
- Correspondence.

We currently use third-party online tools:

- Microsoft Office 365 to maintain contact details and communication. Microsoft uses servers that are based in Europe, therefore personal information is not transferred outside of the EEA. For more information please view Microsoft's [privacy policy](#).
- We are required by law to share some personal details of our Trustees with the [Charities Commission](#) and [Companies House](#)

We will retain information about you for the duration of our working relationship. Then one year following the end of our working relationship.

Prospective Job Applications/Subcontractors

As an applicant or subcontractor, we will hold the following information about you:

- Your name, contact information.
- Proof of your qualifications.
- Bank details

All of the information you provide during the recruitment process will only be used for the purpose of progressing your application, or to fulfil legal or regulatory requirements if necessary.

We will not share any of the information you provide during the recruitment process with any third parties for marketing purposes. The information you provide will be held securely by us whether the information is in electronic or physical format.

We will use the contact details you provide to us to contact you to progress your application.

We will use the other information you provide to assess your suitability for the role you have applied for.

We currently use third-party online tools:

- QuickBooks to manage your billing and payment details. QuickBooks uses servers that are based in the US, therefore personal information is transferred outside of the EEA. For more information please view QuickBooks [privacy policy](#).

We will retain information about you:

- If you are successful, the information you provide during the application process will be retained by us as part of your employee file for the duration of your employment plus 6 years following the end of your employment.
- If you are unsuccessful at any stage of the process, the information you have provided until that point will be retained for up to 1 year from the closure of the campaign.

Workshop Attendees/Learners

When you book onto a CCB workshop, we may ask for you to provide us with your *name, *address, organisation, email address, contact telephone number and *date of birth. We process your details purely for the purpose of administering the workshop.

In order to fulfil our Adult Community Learning Contract at West Berkshire Council & Wokingham Borough Council we do require these personal details*. Personal data is only shared securely with our funders [West Berkshire Council](#) and [Wokingham Borough Council](#) (links to their privacy policies can be found by clicking on the name of the appropriate council). For West Berkshire Council data is entered onto a secure platform LearnerTrack. For more information please view LearnerTrack's [privacy policy](#).

We currently use third-party online booking tools:

- Wufoo to manage your booking. Wufoo uses servers that are based in the US, therefore personal information is transferred outside of the EEA. For more information please view Wufoo's [privacy policy](#).

We will retain information about your booking for up to 12-months, at which point we will delete your details.

When we deliver Community Organiser courses we do also share relevant data of these learners with the Community Organisers. [Their Privacy Policy can be found here](#).

E-newsletter

If you have opted in to receive our e-bulletin newsletter Action for All your registration details are managed by a third-party online tool MailChimp:

- MailChimp uses servers that are based in the US, therefore personal information is transferred outside of the EEA. For more information please view MailChimp's [privacy policy](#).

Visitors to our Website

When you visit our website, we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to various parts of the website. The information is only processed in a way which does not identify anyone.

To opt-out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>.

Blogs

We use a third-party service, WordPress.com, to publish **our blog**. These sites are hosted at <https://ccb2017.wordpress.com/>, which is run by WordPress. We use a standard WordPress service to collect anonymous information about users' activity on the site, for example the number of users viewing pages on the site, to monitor and report on the effectiveness of the

site and help us improve it. For more information about how WordPress.com processes data, please see WordPress.com [privacy notice](#).

Cookies

The CCB website uses some unobtrusive but essential cookies to store information on your computer. Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. Unless you have set your browser to block cookies by continuing to use our site you are agreeing for us to use these cookies.

Your Rights

As an individual whose personal data is processed by CCB you have these rights

- The right to be informed, which is what this privacy policy is for.
- The right to access what data we hold about you.
- The right to object to direct marketing – either use the unsubscribe option or contact us directly.
- The right to object to processing carried out on the basis of legitimate interests.
- The right to erasure (in some circumstances).
- The right to data portability.
- The right to have your data rectified if it is inaccurate.
- The right to have your data restricted or blocked from processing.

If, at any time, you want to verify, update, amend or delete your personal data please email admin@ccberks.org.uk

You also have the right to lodge a complaint about our processing with the UK's Information Commissioner's Office (hyperlink <https://ico.org.uk/>).

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 21/11/19.