



CCSA

Castle COVID
Support Association

Castle Covid Support Association - Privacy Policy

Date: 29th April 2020 Version: 1.0

Castle Covid Support Association (CCSA) was set up in March 2020 to help people living and working in and around the Castle Ward of Cambridge who are in need as a result of the COVID-19 outbreak. You can read more about the work we do on www.castlesupport.uk.

This privacy policy describes what personal data we collect, how we use it, how to obtain your personal data from us and for how long we will retain your data.

What information do we hold about you?

If you ask CCSA for help we will hold the information that you provide to us when you get in touch, whether by using the webform at www.castlesupport.uk or by phone on 01223 750 190.

This information typically includes

- Contact information, e.g. email address, phone number, address
- The current situation of your household, e.g. self-isolating, presenting COVID-19 symptoms
- How we can help you, e.g. with shopping
- It may also include your age, medical, financial or other details about your personal situation.

We may also receive personal information about you indirectly, if e.g. Cambridge City Council or Cambridgeshire County Council refer a case to us for action which relates to you.

If you are a volunteer we will hold the information you provided either when you signed up or subsequently.

This information typically includes

- Contact information, e.g. email & home address, phone number
- Personal information, e.g. your age, photograph, proof of address, signed volunteer agreement
- The kind of work that you want to get involved with
- Your skills
- If you agree to respond to a request for help that we receive, then we will also hold information about your involvement in that help request.

How will we use the information about you?

If you ask CCSA for help, your information will be seen on a “need to know” basis only by our Steering Group, the dispatchers, and those volunteers who can respond to a request for help from you. Your details will only be disclosed to someone outside of CCSA if it’s appropriate to refer your request on to

- Cambridge City Council
- Cambridgeshire County Council
- their agency and partner organisations
- the emergency services

and in any case will only be used for the purpose of providing you with support during the COVID-19 outbreak.

If we do need to refer your request to an outside body, then, if it is practical, we will always discuss this with you first. We will not disclose any information about you to any organisation or individual other than those listed above unless required to do so by law.

If you are a volunteer we will use the information we hold about you to help us make sure that requests for help are dealt in the most effective way. We will not disclose any information about you to any other organisation or individual unless required to do so by law.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing your information are:

- Your consent. You can withdraw your consent at any time. You can do this by contacting us (contact details below)
- We have a legitimate interest.

Communicating with you

If you are a volunteer we may want to send you newsletters and other information concerning the activities of CCSA, and we will use the information you provide to do this. You have a right at any time to stop us from contacting you for communication purposes other than communicating with you personally and directly. All our communication emails will include an unsubscribe option.

Access to your information and correction

Regardless of whether you are a volunteer or have asked us for help, you have the right to request a copy of the information that we hold about you. We want to make sure that your personal information is accurate and up to date. You may contact us to correct or remove information you think is inaccurate.

Retention of data

We will securely retain the information we hold about you for the duration of CCSA's work in connection with the COVID-19 outbreak, after which it will be securely deleted.

Note that, although we will delete the data, the deletion may take some time to be fully effective, e.g. for data stored on our database providers' systems, who will only commit to deleting backups within a year. Our data retention policies are compliant with the requirements of the General Data Protection Regulations 2018 (GDPR).

Our contact details

For privacy matters, to get in touch with Castle Covid Support Association:

- Data Controller: Castle Covid Support Association
- Phone: 01223 750 190
- Email: steering@castlesupport.uk
- Postal Address: 10 Benson Street, Cambridge, CB4 3QJ

Appendix

This appendix does not form part of the Policy and may change from time to time.

Our current data providers (as of 29 April 2020) are:

- Database: [Airtable.com](https://airtable.com)
- Email: Namesco Ltd and Mythic Beasts Ltd