

Privacy Statement for People using VODA's COVID-19 Services

If you are referred to VODA because you need help with shopping or prescription collection the organisation that refers, or VODA itself, will collect certain information about you. This is to help us assess what level of help you need and how we can provide it. VODA collects, processes and stores this information which may include some types of personal information which are classed as "special categories" of data. This data may relate to issues such as age and physical or mental health condition. Some of this information is collected, separated and anonymized so it cannot be traced back to you.

"Data Subjects" i.e. people who are using VODA's services, will be asked to provide/confirm their personal and/or sensitive personal data as required. By providing this information the Data Subject consents to VODA collecting, processing and storing this information.

Appropriate security measures are or will be in place to ensure that all personal and sensitive personal data is held and processed confidentially.

VODA handles personal data in compliance with the General Data Protection Regulation and the Data Protection Act 2018 and recognises the importance of correct and lawful processing. VODA is registered with the Information Commissioner's Office (ICO).

The personal data you provide will only be used for official VODA business.

VODA discloses information to a variety of third parties; these include but are not limited to:

- Employees and volunteers of VODA on a 'need-to-know' basis in relation to the services you require. For example, if you have mobility problems we may make the volunteer who is delivering your food or prescription aware of this so they can give you more time to answer the door.
- Relevant authorities dealing with emergency situations at VODA.
- Any other authorised third party to whom VODA has a legal/contractual obligation to share data with.

Disclosure of certain personal data may also be made to other entities not listed above. This will only ever be done in accordance with the Act. Your consent will be sought where necessary.

Because of the software we use we may transfer your data abroad but only to Member States of the European Union, countries recognized by the European Commission as having adequate data safeguards in place and to US companies that are part of the EU-US Privacy Shield.

VODA will retain your personal data as long as necessary for the purposes described above.

Your Rights under the Data Protection Act

As a 'Data Subject' you have a number of rights under the Act. This includes the right to:

- Access the personal data VODA holds about you.
- Have inaccurate data corrected.
- Prevent the processing of information which may cause you harm or distress .
- Prevent unsolicited marketing.
- Prevent automated decision-making.

For more information on your rights please visit the Information Commissioner's website:
www.ico.org.uk

Right to Access Personal Data

As a Data Subject you have a right to request a copy of the information VODA holds about you. This is known as a 'Subject Access Request' (SAR). SARs should be made in writing, if possible, to robin.fry@voda.org.uk

There is usually no charge for this information. However, VODA reserves the right to charge in accordance with the Act a reasonable fee to cover administration costs where the request is manifestly unfounded or excessive, particularly if it is repetitive.

VODA strives to ensure that your personal data remains accurate. To assist us with this you should notify us of any changes to information we hold about you. If you become aware of any inaccuracies in the data we hold please inform us as soon as possible so it can be amended accordingly.

For the purposes of clarity, our Registered Office is located at:

VODA Queen Alexandra Campus
Hawkeys Lane
North Shields
NE29 9BZ

During the period of COVID-19 we would ask that you do not send mail to the above address but use e-mail instead.

