

## **VOYC Devon Privacy Policy**

### **The purpose of this privacy policy**

This privacy policy covers VOYC Devon's collection, processing and storing of users' data from our digital platforms, including this website [www.voycdevon.org.uk](http://www.voycdevon.org.uk), our mailing lists and social media platforms. It contains our commitments to keeping users' data safe and information to help users make appropriate decisions about their interactions with these platforms.

### **The Website**

This website and VOYC Devon (the owner) take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users throughout their visiting experience. This website complies with all UK national laws and requirements for user privacy.

### **Use of Cookies**

This website uses cookies to improve the user's experience while visiting the website. Where applicable, this website uses a cookie control system allowing the user on their first visit to the website to allow or disallow the use of cookies on their computer / device. This complies with recent legislation requirements for websites to obtain explicit consent from users before leaving behind or reading files such as cookies on a user's computer / device.

Cookies are small files saved to the user's computer's hard drive that track, save and store information about the user's interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within this website. Users are advised that if they wish to deny the use and saving of cookies from this website on to their computer's hard drive, they should take necessary steps within their web browsers security settings to block all cookies from this website and its external serving vendors.

This website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics. The software will save a cookie to your computer's hard drive in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information. You can read [Google's privacy policy here](#) for further information. Other cookies may be stored to your computer's hard drive by external vendors when this website uses referral programs, sponsored links or adverts. Such cookies are used for conversion and referral tracking and typically expire after 30 days, though some may take longer. No personal information is stored, saved or collected.

### **Events**

When you book in to an event run by VOYC Devon, we will take the data necessary to ensure you can attend and participate in the event, such as your name, email address, job title, dietary requirements and any access requirements. Unless you expressly tell us we can continue to communicate with you (such as by signing up at the event, or subscribing online to one of our mailing lists), we will only use your data to send you reports issuing from the event you have attended. We will retain your data for approximately one year after the event unless you have signed up to receive any ongoing communications from VOYC Devon.

## **External Links**

VOYC Devon aims only to include safe and relevant external links on our website; however, users are advised to adopt a policy of caution before clicking any external web links mentioned throughout this website. VOYC Devon cannot guarantee or verify the contents of any externally linked website despite our best efforts. Users should therefore note they click on external links at their own risk and this website and VOYC Devon cannot be held liable for any consequences or damages caused by clicking links to any external websites.

## **Opting in to digital communications from VOYC Devon**

### **General**

We collect and process your data in order to provide you with VOYC Devon member or supporter services. We keep your data secure and will not share it beyond VOYC Devon.

You can contact us at any time to ask what data we hold about you (a Subject Access Request) and to ask us to delete any data we hold about you. We will respond within 30 days. Our main contact for data enquiries is Mark Goodman [mark@voycdevon.org.uk](mailto:mark@voycdevon.org.uk). If you're unhappy with the way we've handled your data or your request for access to it, you're entitled to make a complaint to the [Information Commissioner's Office](#).

### **If you work in an organisation that is a current member of VOYC Devon**

If you work in an organisation that is a current member of VOYC Devon, and you supply us with your work email address, we will communicate with you about occasional news and opportunities for your members and staff, this will be related to your role in your organisation. We will not add you to any mailing lists that you have not actively signed up to. We encourage staff in member organisations to tell us if they are changing role or leaving their organisation so we can update our records.

### **Email News**

If you sign up to the Email News bulletin, we will hold and process your data (name, email address and organisation name and job title if you provide these) in order to send you the bulletin. We will use tracking data in our mailing software (Mailchimp) to analyse engagement with the newsletter and to improve its content and distribution on an ongoing basis.

We will not use your data for any other purpose or share it with any other organisation. You can opt out of receiving Email News at any time using the link in the footer of the email or by contacting [admin@voycdevon.org.uk](mailto:admin@voycdevon.org.uk).

### **Training and events mailing list**

If you opt in to our mailing list for training and events, we will use your data to email you from time to time when we have a training resource or event we think you might be interested in. We will not use your data for any other purpose or share it with any other organisation. You can opt out at any time by emailing [admin@voycdevon.org.uk](mailto:admin@voycdevon.org.uk).

### **Social Media Platforms**

This applies to VOYC Devon's accounts at [www.facebook.com/voycdevon](https://www.facebook.com/voycdevon) and [www.twitter.com/voycdevon](https://www.twitter.com/voycdevon). These platforms operate on their own terms and conditions which visitors to VOYC Devon's pages should read with regard to their privacy and personal data. [Twitter's privacy policy is here](#) and [Facebook's privacy policy is here](#). Our website offers social sharing buttons which help users share web content directly from web pages to the social media platform in question. Users are advised before using such social sharing buttons that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account.

VOYC Devon will monitor users' behaviour on our social media platforms using the tracking data gathered by the respective platforms. We will use this data in anonymised form and will not link it to any identifying information or use it for profiling individual users.

VOYC Devon will not use any of our social media platforms to ask for personal or sensitive information and encourages users wishing to discuss sensitive information to [contact us](#) through primary communication channels such as by telephone or email.

### **Reminder**

You can contact us at any time to ask what data we hold about you (a Subject Access Request) and to ask us to delete any data we hold about you. We will respond within 30 days. Our main contact for data enquiries is Mark Goodman: [mark@voycdevon.org.uk](mailto:mark@voycdevon.org.uk).

If you're unhappy with the way we've handled your data or your request for access to it, you're entitled to make a complaint to the [Information Commissioner's Office](#).

**Approved by VOYC Executive : 27 September 2019**

**Review Date: September 2020**

**Author: Mark Goodman**