

# WVS DATA PROTECTION POLICY



## Policy statement

Worldwide Veterinary Service (WVS) is committed to a policy of protecting the rights and privacy of individuals, volunteers, staff and others in accordance with General Data Protection Regulation (GDPR). The policy applies to all supporters and staff involved with WVS. Any breach of GDPR or WVS Data Protection Policy is considered to be an offence, and, in that event, disciplinary procedures apply.

As a matter of good practice, other organisations and individuals working with the charity, and who have access to personal information, will be expected to have read and comply with this policy. It is expected that any staff who deal with external organisations will take responsibility for ensuring that such organisations sign a contract agreeing to abide by this policy.

## Legal Requirements

Data is protected by GDPR and UK GDPR. Its purpose is to protect the rights and privacy of individuals and to ensure that personal data is not processed without their knowledge, and, wherever possible, is not processed without their consent.

The Act requires WVS to register the fact that they hold personal data and to acknowledge the right of 'subject access' – supporters and staff must have the right to access copies of their own data.

## Purpose of data held by the Charity

WVS will only ever collect the information they need – including data that will be useful to help improve their services. They will not share, sell or swap your information with other organisations for their own marketing outside of our group (WVS and Dogs Trust). They collect two kinds of information:

- non-personal information such as IP addresses (the location of the computer on the internet), pages accessed and files downloaded. This helps WVS to determine how many people use their sites, how many people visit on a regular basis, and how popular their pages are. This information doesn't tell WVS anything about who you are or where you live. It simply allows WVS to monitor and improve their service.
- personal information such as name, postal address, phone number, email address, date of birth (where appropriate), qualifications, memberships, information about your interests and hobbies etc.

WVS collects this information in connection with specific activities, such as newsletter requests, registration or membership requests, feedback, donations, competition entries etc. The information is either needed to fulfil your request or to enable WVS to provide you with a more personalised service. You don't have to disclose any of this information to browse the sites. However, if you do choose to withhold requested information, WVS may not be able to provide you with certain services.

Data is collected and used by WVS for the following purposes:

1. Staff Administration
2. Fundraising
3. Processing Volunteer Trips
4. Health & Safety Compliance
5. Accounts & Records
6. Marketing & Public Relations
7. Information and Database Administration
8. Research for charitable works (WVS app)

### **Children's data**

Some of the services WVS offer are aimed specifically at children (Young Vets Club) and to deliver these services safely it is necessary for WVS to collect data and store it on their database. Before WVS collect data from anyone under 18 they will always ask them to:

- obtain the permission of a parent or guardian before registering with Young Vets Club, and
- let an adult know before they use WVS sites to obtain information about fundraising, campaigning or supporting WVS work.

It is WVS policy not to request donations or subscriptions, or accept product orders, from children under 18.

All updates via email will be sent to the child's parent or guardian to pass on to the Young Vet Club Member.

### **Social media sites**

WVS operate a number of social media pages (including Facebook, Twitter, YouTube and Instagram). Although this policy covers how WVS will use any data collected from those pages it does not cover how the providers of social media websites will use your information. Please ensure you read the privacy policy of the social media website before sharing data and make use of the privacy settings and reporting mechanisms to control how your data is used.

## **Data Protection Principles**

In terms of GDPR, WVS are the 'data controller', and as such determine the purpose for which, and the manner in which, any personal data is, or will be, processed. WVS must ensure that they have:

### **1. Fairly and lawfully processed personal data**

- They will always put the WVS logo on all paperwork
- They will state their intentions on processing the data and if, and to whom, they need to share this data with other organisations.
- WVS will keep dormant data for 5 years or until advised by the supporters or staff that they no longer wish for WVS to hold their data.
- WVS will ensure that none of their data is passed on to third parties for marketing purposes.

### **2. Processed for limited purpose**

- They will not use data for a purpose other than those agreed by data subjects.
- If the data held by WVS is requested by external organisations for any reason, this will only be passed if data subjects agree.
- If data has to be accessed by external organisations They will supply them with an SOP which they will sign to say they comply with the data protection laws and ensure they agree not to copy the data for further use and sign a contract agreeing to abide by GDPR and the WVS Data Protection Policy. Data will only be sent to external organisations for administrative purposes.

### **3. Adequate, relevant and not excessive**

- WVS will only contact supporters with information relevant to their stating preferences.
- WVS will monitor the data held for our purposes, ensuring we hold correct details in respect of the individuals about whom the data is held.
- WVS will not keep information that is not relevant to our charitable purposes.

### **4. Accurate and up-to-date**

- WVS will make sure all data is kept up to date and relevant for purpose.
- They will make sure that all amendments to personal data will be made immediately and data no longer required will be deleted or destroyed.
- It is the responsibility of individuals and organisations to ensure the data held by WVS is accurate and up-to-date.
- Individuals should notify WVS of any changes, to enable personnel records to be updated accordingly.

- Supporters can update their preferences at any time by emailing us at [dataprotection@wvs.org.uk](mailto:dataprotection@wvs.org.uk) or contacting the head office: 4 Castle Street, Cranborne, BH21 5PZ or call 01725 557225.

## 5. **Not kept longer than necessary**

They will not keep data for longer than is required. All personal data will be deleted or destroyed by WVS after five years of dormancy.

## 6. **Processed in accordance with the individual's rights**

WVS has a CRM system so that personal information is kept up to date and is easily accessible. All individuals that the charity hold data on have the right to:

- Be informed upon request of all the information held about them within 30 days.
- Prevent the processing of their data for the purpose of direct marketing.
- The removal and correction of any inaccurate data about them.

## 7. **Secure**

- Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of data.
- All charity computers will have a log in system and the Contact Database is password protected, which allow only authorised staff to access personal data. Passwords on all computers are changed frequently.
- WVS is working towards becoming a paperless office. All data will only be printed if necessary and will be destroyed after four years or before if no longer required.
- All printed personal and financial data is kept in a locked filing cabinet and can only be accessed by the authorised staff.
- When staff members are using the laptop computers out of the office care should always be taken to ensure that personal data on screen is not visible to strangers.
- When staff have laptops, USB or other data on their person outside of the office it is their responsibility to comply with data protection policy. If there is a breach in data protection, it is the responsibility of the staff members involved to follow the appropriate measures set out by WVS as above
- If emails are accessible on personal devices, those devices must be kept password protected.

- Email accounts must not be linked with their personal accounts.
- If WVS supporters have any complaints about the use and security of their data, they can contact the WVS head office: 4 Castle Street, Cranborne, BH21 5PZ, or email [dataprotection@wvs.org.uk](mailto:dataprotection@wvs.org.uk). All complaints will be dealt with as quickly as possible. WVS runs under the Institute of Fundraising Standards.

## **8. Data will not be sent outside the European Economic Area unless they are a WVS office or affiliated organisation**

- WVS have measures in place to ensure that all WVS offices and affiliated organisations outside the European Economic Area have signed an SOP to ensure that they are in line with WVS data protection policies. It is the responsibility of WVS and their international offices to uphold these policies.
- Your data will only be transferred to countries outside the European Economic Area for administrative purposes and with the explicit consent of the individual.
- The charity takes particular care to be aware when publishing information on the Internet, which can be accessed from anywhere in the globe. This is because transfer includes placing data on a web site that can be accessed from outside the European Economic Area.