

## Overarching - Privacy notice

When we use your personal data Aspire is what we call the data controller, we must:

- only keep your data that we need to employ staff, provide services and do what the law says we must
- keep your records safe and accurate
- only keep your data as long as we have to
- collect, store and use your data in compliance with the General Data Protection Regulation (GDPR)

Things you can do to help us:

- tell us when any of your details change; and
- tell us if any of the information we hold on you is wrong

### What is personal data?

Personal data is information about a living person that means we can work out who they are such as name, address, telephone number, date of birth, bank details and many others. This information can be held many ways such as databases, emails, written letters, photographs, audio recordings and video recordings.

Some data is called special category data which is more sensitive. Special category data includes information about an individual's race, ethnic origin, politics, religion, trade union membership, genetics, health, sex life or sexual orientation and we have to look after this information more carefully.

### Why we collect and use personal data

We collect personal data to provide a service to our customers and for us to have an employment relationship with our staff. The personal data is used to operate, deliver and improve the service we provide and the quality of care to our customers.

We use personal data to keep customers, staff and contacts up to date with Aspire news and information.



Where we do not directly provide a service (for example Payroll and Human Resources) we may need to pass your personal data onto the organisations that do. These providers are under contract and have to keep your details safe and secure, and use them only to provide the service.

## How we protect your information

We take the security of personal information very seriously. To protect your information we have restrictions on who can access your data and that it is only been accessed when needed. All Aspire staff complete regular Information Governance training to ensure that they work in a way that protects your data.

All our data is held within the UK and is not transmitted to or through other countries.

## Information sharing

Where we do not directly provide a service (for example IT and software providers) we may need to pass your personal data onto the organisations that do. Information will only ever be shared when it is necessary to help us provide effective services and it is done so under contract, which states how those companies must keep your data safe.

We may need to share the personal information you have given to us with organisations such as the police or other government bodies. For example, where it is:

- to prevent serious harm to others
- to help prevent or prosecute crime
- as a requirement of statute law
- because a court has asked for it

We will not share nor sell your information to anyone for marketing purposes.

## Automated decision making

Aspire has no computer systems in use that make automated decisions.



## Access to personal information

You can request access to your information at any time by contacting us using the contact information below. You have additional rights under the GDPR of:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling.

You can make a request under these rights by contacting us. Where possible we will comply with your request but sometimes this is not possible. If it is not possible for us to comply with your request we will contact you to let you know why.

## Cookies

Cookies are files with a small amount of data that are commonly used as an anonymous unique identifier. These are sent to your browser from the websites that you visit and are stored on your devices' internal memory.

Cookies help us identify your device, and perform actions on this website or when you are logged in to specific secure zones such as 'Staff only'. We use strictly necessary and functional cookies to enable you to move around the site and to provide basic features. These cookies can't be disabled.

Tracking and performance cookies are used to provide a better overall user experience. Information supplied by these cookies help us understand how our visitors behave on this website, track unique visitors or time spent on the site, and on different web pages so that we can improve how we present content to you.



## Customer, Employee and Aspire Contacts Privacy Notices

Privacy notices for Aspire customers, employees and contacts are available at <http://www.aspirecbs.org.uk/>

### How you can contact us

If you have any questions about this privacy notice, have any concerns about the data we hold and how it is used or would like to notify us of a possible data breach please contact us:

**Email:** [info@aspirecbs.org.uk](mailto:info@aspirecbs.org.uk)

**Post:** Information Compliance Officer  
Aspire Community Benefit Society  
Westfield Chambers  
Lower Wortley Road  
Leeds  
LS12 4PX

### Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice is v2.0 and was last updated on 21 May 2018.

