

GDPR

Under GDPR, we have a legal duty to protect any personal information we collect from you. We use GDPR compliant services to safeguard your data, and keep strict security standards to prevent any unauthorised access to it.

We do not pass on your details to any third party or department.

What do we collect

We collect information and data regarding our service users under the GDPR Special Category, which enables us to provide our clients with the statutory services that we are funded to deliver. This information includes;

Name, address, contact details, age, ethnicity, gender, age and history of work we undertake with you.

AWW will, through appropriate management and the use of strict criteria and controls,:

- observe fully conditions regarding the fair collection and use of personal information;
- meet our legal obligations to specify the purpose for which information is used;
- collect and process appropriate information and only to the extent that it is needed to fulfil operational needs or to comply with any legal requirements;
- ensure the quality of information used;
- apply strict checks to determine the length of time information is held;
- shall be accurate and where necessary, kept up to date;
- shall not be kept for longer than is necessary for that purpose or those purposes;
- shall be processed in accordance with the rights of data subjects under the Act;
- shall be kept secure i.e. protected by an appropriate degree of security;



Advocacy West Wales
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A voice when you need it most
Llais pan fydd ei angen amoch fwyaf

We also hold information of any donors who use our online giving platforms.

Data is stored securely on Databases that are compliant with GDPR legislation.

Your rights

Under GDPR, you have rights as an individual which you can exercise in relation to the information we hold about you. These are;

- a right of access to a copy of the information comprised in their personal data
- a right to object to processing that is likely to cause or is causing damage or distress
- a right to prevent processing for direct marketing
- a right to object to decisions being taken by automated means
- a right in certain circumstances to have inaccurate personal data rectified, blocked, erased or destroyed, and
- a right to claim compensation for damages caused by a breach of the act.

You can [read more about these rights here](#).

Visitors to our websites

Use of cookies

Cookies are small text files sent to your computer or mobile device by the websites that you visit. They help make websites work better and provide information to the owners of the site. The information collected includes IP address, pages visited, browser and operating system. The data will not be used to identify any user personally. Web

browsers allow some control of cookies through browser settings. To find out more about cookies and how to manage them, visit www.allaboutcookies.org.



Your interaction with this website

We collect two kinds of electronic information direct from visitors to this website; feedback and email enquiries.

Consultations and Online survey tools

We occasionally carry out surveys using Survey Monkey. Survey Monkey has issued assurances that they meet **GDPR standards**, though they also host all their data in the United States. Please also see Survey Monkey's **Privacy Policy**.

People who contact us via social media

If you send us a private or direct message via social media the message will be stored by the platform who are responsible for GDPR compliance. It will not be shared with any other organisation.

People who email us

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

Complaints or queries

We try to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

Links to other websites

This privacy policy does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

This privacy policy was last updated in May 2018.

How to contact us

If you want to request information about our privacy policy you can email us at admin@advocacywestwales.org.uk or write to:

Advocacy West Wales

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Haverfordwest

Pembrokeshire

SA61 2DA

