



## **WANTAGE INDEPENDENT ADVICE CENTRE (WIAC)**

### **GENERAL DATA PROTECTION REGULATIONS (GDPR)**

#### **GDPR STATEMENT**

#### **What information do we collect?**

Personal data means any information relating to you which allows us to identify you, such as your name, contact details and why you have contacted us.

We may collect personal data from you when you send us an email, visit our Advice Centre, telephone us or respond to our website.

#### **How do we use your information?**

We will use your personal information to provide you with the services or information you have requested, for administration purposes, to enable us to offer help and assistance.

In order to deliver our charity's services, we may need to share your information with other authorised, associated organisations and agents. The WIAC will not exchange or sell your data to any third parties for marketing purposes.

On occasion the WIAC may provide summarised, anonymous personal information to its principal funders to address analytical and statistical requirements.

#### **How does the WIAC store your information?**

The WIAC takes the care of your personal data seriously and undertakes to protect your personal information in a range of ways. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect and keep online. The personal data stored within our bespoke client management software is encrypted and at user level is accessed via unique username and passwords.

#### **Your Data Protection rights**

Under certain circumstances, by law you have the right:

To Be Informed	You have the right to be informed about the collection of and our use of your personal data
To Access	You have the right to request the personal information we have about you, known as a "Subject Access Request"
To Rectification	You have the right to ask for any incomplete or inaccurate information we hold about you to be corrected

To Erasure	<p>You have the right to make the WIAC erase any personal data we hold about you. This right will only apply where, for example:</p> <ul style="list-style-type: none"> <li>• The WIAC no longer needs to use the personal data to achieve the purpose we collected it for</li> <li>• You withdraw your consent if we are using your personal data specifically based on a consent</li> <li>• Where you object to the way we use your data and there is no overriding legitimate interest</li> </ul>
To Restrict Our Processing	<p>You have the right to restrict our processing of the personal data we hold about you. This right will only apply where, for example:</p> <ul style="list-style-type: none"> <li>• You dispute the accuracy of the personal data we hold</li> <li>• You would like your data erased but it is needed by the WIAC in order to stop the data from being processed</li> <li>• Where the WIAC no longer needs to use the personal data to achieve the purpose it was collected for but you need the data for legal claim</li> </ul>
To Object	<p>You have the right to object to the processing of your personal data by the WIAC, in certain circumstances for example:</p> <ul style="list-style-type: none"> <li>• You have a right to stop your data being used for direct marketing</li> </ul> <p>However the WIAC may be able to continue processing if it can show that there is a compelling reason to do so.</p>
To Data Portability	<p>You have the right to port your data to allow you to obtain and reuse your own personal data for your own purposes across different services</p>
To not be subject to a decision based solely on automatic means	<p>You have the right not to be subject to a decision based solely on automated processing, including profiling. This right is a safeguard against the risk that a potentially damaging decision is taken without human intervention unless:</p> <ul style="list-style-type: none"> <li>• It is necessary for the performance of or entering into a contract</li> <li>• It is authorised by law</li> <li>• It is based on your explicit consent</li> </ul>

If you wish to exercise any of these rights, in the first instance please contact Wantage Independent Advice Centre on 01235 765348 or [dataprotection@wantageadvice.org.uk](mailto:dataprotection@wantageadvice.org.uk).

More information on these rights can be found on the Information Commissioner's (ICO) website, <https://ico.org.uk>, or by contacting the ICO's helpline on 0303 123 1113.