

Delegated Services Privacy Notice – Users (Mailing Lists and Website Sign Up and Enquiries)

Last Updated 22/04/24 – RB

The following privacy notice sets out the right to information for individuals or organisations that;

1. Sign up to any of our mailing lists;
2. Register for the Community Monthly Newsletter;
3. Make an enquiry through the website or on social media, by telephone or by email, after which you will be transferred onto the training updates, alerts or one of the sector non-customer communications/newsletters when we deem these to be potentially relevant.
4. Sign up for job/vacancy alerts.

Our Name and Contact Details

Delegated Services CIC
Clevedon Hall Estate, Elton Road, Clevedon, BS21 7RQ
info@delegatedservices.org, Tel. 01275795827
www.delegatedservices.org,

Categories of Personal Data That We Process

Delegated Services CIC processes the following personal data in relation to its mailing lists:

Personal Information – Name, School or organisation, Role/position/ interest/ Email Address/ telephone/ Manager/Director's name and email address.

Enquiries – Your enquiry in full with all information supplied to us and our response and advice. Any advice from third parties in relation to this enquiry.

Job/Vacancy Alert – The details that you submit to us and details of our response and advice. Please see our separate Privacy Notice for Job Applications.

The Purposes of Processing Your Data

Your data is processed for the purposes of responding to your enquiry through advising, signposting or marketing our services and training events and providing you with the most appropriate ongoing information, email alerts or publication.

It may be used to communicate with you about any amendments or improvements of our services, upcoming initiatives, Health and Safety warnings or noteworthy news and updates or campaign appeals that are relevant to our core business.

If you have signed up to receive news on vacancies, we will respond only by updating you on vacancies or potential vacancies at Delegated Services CIC for a period of 6 months, after which your details will be deleted unless you request otherwise.

The Lawful Basis for Processing Your Data

The lawful basis that applies to the processing of your data in this instance is consent. This is because you have given us consent to process your data for the purposes set out above by signing up to our mailing list and agreeing to receive mailing from us.

Who We Share Your Data With

We do not share our data with any Third Party Service Providers without your consent, unless the law and our policies allow or require us to do so.

Where it is legally required or necessary (and it complies with data protection law), we may share personal information about you with:

- Suppliers and service providers – to enable them to provide the service we have contracted them for, such as HR and recruitment support.
- Professional advisers and consultants.
- Internally with Board Members or Staff if they are involved with an appointment.
- Occasionally with our Data Protection Officer eg in the event of a subject access request.

Places That Your Data is Stored

Your data is stored on Delegated Services' google drive and portal database. Our mailing system and web, drives and cloud service provider is Google and our finance system is Xero. They do not have rights to access our data.

When you enter data on to the website, that data is accessible only by those employees of Delegated Services CIC and an ITC Consultant who need to access this information to deliver their role.

Retention Periods for Your Personal Data

We retain your personal data for as long as it is useful for the legitimate interests of our company, it is identified as inaccurate, or you withdraw your consent to us communicating with you. When you sign up for a job/vacancy alert, your details will be kept for **six months** after you sign up then will be automatically deleted unless you instruct us otherwise by email to: info@delegatedservices.org

The Rights Available to You in Respect of the Processing of Your Personal Data

Depending on the lawful basis, you may have the following rights in respect of the processing of your personal data by Delegated Services CIC:

- **Right to be informed** – this gives you the right to be informed about the collection and use of your personal data by Delegated Services CIC. This information is included within the DS Privacy Policy 2024.
- **Right of access** – you have the right to confirm that Delegated Services CIC is processing your personal data, as well as requesting a copy of the personal data that is held on you as a data subject.
- **Right to rectification** – this gives you the right to have your data rectified if you identify that it is inaccurate. You may do this verbally or in writing by contacting us directly (see our contact details above) or through social media. We will ensure that your data is rectified **within one calendar month** unless we feel that a rectification request is manifestly unfounded or excessive, in which case, we will notify you and justify our decision.
- **Right to erasure** – this gives you the right to have your data erased or 'the right to be forgotten'. You may do this verbally or in writing by contacting us directly (see our contact details above) or through social media. We will ensure that your data is erased within one calendar month unless we feel that an erasure request is manifestly unfounded or excessive, or there is an ongoing or potentially ongoing issue, in which case, we will notify you and justify our decision. If the request includes organisational data, we would also need a request from at least two of Directors/Trustees /Governors and the most senior member of staff.
- **Right to restrict processing** – this gives you the right to have your data restricted or suppressed. This may mean that we retain your personal data but do not use it. You may do this verbally or in writing by contacting us directly (see our contact details above) or through social media. We will ensure that your data is restricted within one calendar month unless we feel that a restriction request is manifestly unfounded or excessive. In this case, we will notify you and justify our decision.
- **Right to data portability** – this gives you the right to obtain and reuse your personal data for your own purposes across different services. If you request your data from us for this purpose, we will provide you only with the information you have provided to us as controller and will make it available in an electronic format.

The Right to Withdraw Consent

You have the right to withdraw your consent for the processing of your personal data by Delegated Services at any time. You may do this verbally or in writing by contacting us directly (see our contact details above) or

through social media. You may also opt out of our marketing or special alert emails by emailing us to advise us at: info@delegatedservices.org

The Right to Lodge a Complaint with the Supervisory Authority

If you have concerns about our information rights practices, you have the right to lodge a complaint with the Information Commissioner's Office at [Make a complaint | ICO](#)