

Cheshire Federation of Women's Institutes - Privacy Notice

Please note that the Privacy Notice for National Federation of Women's Institutes is available online at https://mywi.thewi.org.uk/data/assets/pdf_file/0006/299085/NFWI-Online-Privacy-Notice.pdf and on the Cheshire Federation website and should be read in conjunction with this notice.

Your privacy is important to us. This privacy notice provides information about the different types of personal information that we collect and the ways in which we use it.

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1. Who are we?

Cheshire Federation of Women's Institutes (CFWI) was formed in 1920 and is one of the largest Federations in the country with around 180 WIs covering Cheshire, South Manchester, Warrington and Wirral. CFWI is incorporated in England and Wales as a Company limited by guarantee, company number 03013730 and is a registered charity, charity number 1044383. The registered office is 11 White Friars, Chester, CH1 1NZ.

It is part of the largest voluntary organisation in the UK – the National Federation of Women's Institutes (NFWI) which has over 180,000 members in England, Wales and the Islands with its main objectives being to further the education and welfare of women within its charitable status. The organisation is non-sectarian and non-party political. Joining a Women's Institute (WI) enables you to benefit from having your voice heard and making a real impact.

2. When do we collect personal information about you?

We may hold information relating to you from a number of sources, and will collect personal information about you:

a. When you give it to us directly

For example, personal information that you submit through our website by contacting us through the “Contact Us” form or any personal data that you share with us when you communicate with us by email, phone or post.

This includes any details you send us in connection with the events held by us or National, officer contact details and end of year changes. In addition, we may ask for additional information from you to enable us to comply with Equality and Diversity legislation to ensure all your needs are met when attending an event but this will be destroyed securely after the event.

b. When it is entered into the MCS by your WI or ourselves

The majority of the time your WI’s MCS Rep will input your membership details in the Membership Communication System (MCS). However, there may be instances where the information is input and/or updated by our staff to ensure the details held are correct. Please note that the MCS database is an internal database for which NFWI is responsible.

c. When you visit our website

The Cheshire Federation uses cookies and other tracking technologies to improve your experience on our website and this can involve collecting personal data. Please refer to our Cookies Policy for details on the way our use of cookies may affect your personal data.

3. What personal information do we use?

The majority of the personal information used by CFWI is available from the MCS database which holds the following information:

Your title, name and postal address, email and contact number.

In addition, we may hold information that you have provided relating to your social media identity.

This information is held for the purpose of administering the membership.

For those members who serve as a Trustee of CFWI and/or their own WI further information may be held as required by Companies House and/or the Charity Commission. This information is necessary to satisfy the legal requirements of Companies House and/or the Charity Commission.

If you apply for a job with us, your curriculum vitae and employment experience will be held in a secure environment and will only be available to the Officers of CFWI and office manager, if any.

Any other personal information you choose to share with us.

Special categories of data

The UK General Data Protection Regulation (GDPR) recognises certain categories of personal information as sensitive, and therefore requiring more protection. These categories of data include information about your health, ethnicity and political opinions.

In certain situations, CFWI may collect and/or use special categories of data (for example in order to make adjustments for any disabilities or dietary requirements you may have when attending our events). We will only process these special categories of data if there is a valid reason for doing so and where the GDPR allows us to do so.

4. How we use your personal information

CFWI may use your personal information:

- a. to provide you with services, products or information that you have requested;
- b. to invite you to CFWI events, meetings and training;
- c. to provide details of the officers of each WI in the CFWI year book;
- d. to process receipts/acknowledgements for payment;
- e. to send tickets and/or information for CFWI events and meetings;
- f. to ask you for volunteer support as and when necessary;
- g. to answer your questions/requests and communicate with you in general;
- h. to include your contribution in Cheshire News, on the website and/or social media;
- i. to process your donations;
- j. to audit and/or administer our accounts;
- k. to update and/or otherwise maintain the MCS database;
- l. to satisfy legal obligations which are binding on us, for example, in relation to law enforcement requests or due diligence checks before accepting major donations;

- m. for the prevention of fraud or misuse of service;
- n. for the establishment, defence or enforcement of legal claims.

5. Lawful processing

We are required to rely on one or more lawful grounds to collect and use the personal information that we have outlined above. We consider the grounds listed below to be relevant:

a. Consent

Where you have provided your consent for our use of your personal information in a certain way.

b. Legal obligation

Where the processing of your personal information is necessary for us to comply with a legal obligation to which we are subject.

c. Legitimate interests

We rely on this basis where applicable law allows us to collect and use personal information for our legitimate interests and the use of your personal information is fair, balanced, and does not unduly impact your rights. For instance, it is in our legitimate interest to promote the aims and objectives of the CFWI and to use the personal data of members in order to do so.

6. Do we share your personal information?

The CFWI will not sell, rent or lease your personal information to others. However, we may disclose your personal information to selected third party processors (such as agents or subcontractors) for the purposes outlined at clause 4. The third party in question will be obligated to use any personal data they receive in accordance with our instructions. For instance, we use a third party provider, SurveyMonkey, to facilitate our surveys. The information you provide is sent directly to SurveyMonkey.

When you ask us to provide you with information about your “current location” in order to find your closest WI, you may be prompted to allow your web browser (Internet Explorer, Edge, Chrome, Safari etc.) to send us your estimated location. How this is determined will vary depending on the web browser you use, but for a general overview please refer to

<https://www.mozilla.org/en-US/firefox/geolocation/>. In addition, when you add your postcode to identify your location, it is not saved on our website.

We reserve the right to disclose your personal information to third parties:

- a. when you provide your personal information in our contact form, the form may be forwarded to the appropriate member of staff or volunteer, in order to accommodate your request;
- b. for auditing purposes eg. finance audits where we employ chartered accountants;
- c. if we are under any legal or regulatory obligation to do so; and
- d. in connection with any legal proceedings or prospective legal proceedings, in order to establish, exercise or defend our legal rights.

7. International Data Transfers

As we sometimes use third parties to process personal information, it is possible that personal information we collect from you will be transferred to and stored in a location outside the UK. Please note that certain countries outside of the UK have a lower standard of protection for personal information, including lower security protections. Where your personal information is transferred, stored, and/or otherwise processed outside the UK in a country which does not offer an equivalent standard of protection to the UK, we will take all reasonable steps necessary to ensure that the recipient implements appropriate safeguards designed to protect your personal information.

Our third party provider, SurveyMonkey, stores your personal data on servers in the United States. They will only use it for the purpose of facilitating the survey. SurveyMonkey is certified under the Privacy Shield.

8. Securing your personal information

The CFWI will take all reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information. We restrict access to those who have a need to know and we train staff in handling the information securely. All employees are responsible for handling the electronic information securely using password protection. The CFWI will store all the electronic personal information you provide on secure servers. All paper records are secured and shredded when no longer appropriate to be retained.

9. How long do we keep your personal information?

Unless still required in connection with the purpose for which it was collected and/or processed, we will generally remove your personal information from our records six years after the date that it was collected. For instance, if you cancel your WI membership, we will usually delete your personal data from our records 6 years after your cancellation.

However, before this date:

- (i) if your personal information is no longer required in connection with such purpose(s);
- (ii) we are no longer lawfully entitled to process it; or
- (iii) you validly exercise one of your rights of erasure under clause 11, we will remove it from our records.

10. Your rights and preferences

CFWI may contact you by post, by telephone, email, social media or other electronic means depending on the communication preferences you have previously indicated.

Where we rely on your consent to use your personal information, you have the right to withdraw your consent at any time.

When we use your personal information you have the right to:

- a. Ask us for confirmation of what personal information we hold about you, and to request a copy of that information. If we are satisfied that you have a legal entitlement to see this personal information, and we are able to confirm your identity, we will provide you with this personal information.
- b. Request that we delete the personal information we hold about you, as far as we are legally required to do so
- c. Ask that we correct any personal information that we hold about you which you believe to be inaccurate.
- d. Object to the processing of your personal information where we: (i) process on the basis of the legitimate interests ground; (ii) use the personal information for direct marketing; or (iii) use the personal information for statistical purposes.
- e. Ask for processing of your personal information to be restricted if there is disagreement about its accuracy or legitimate usage.

Please note that where you ask us to delete your personal information we will maintain a skeleton record comprising your name and contact details to ensure that we do not inadvertently contact you in the future. We may also need to retain some financial records for statutory purposes, for example Gift Aid.

Please note that you also have the right to lodge a complaint with the Information Commissioner's Office at www.ico.org.uk/concerns

11. Updating this privacy notice

CFWI may update this privacy notice by posting a new version on this website and a printed copy available at the office. If we update this privacy notice in a way that significantly changes how we use your personal information, we will bring these changes to your attention. Otherwise, we would recommend that you periodically review this privacy notice to be aware of any other revisions.

12. How to contact us

CFWI's Privacy Officer is responsible for monitoring compliance with relevant legislation in relation to personal information. You can also contact the Privacy Officer if you have any questions about this privacy notice or our treatment of your personal information:

Email: cfwidataprotection@outlook.com

Telephone: 01244 347462

Post: FAO Privacy Officer, 11 White Friars, Chester, CH1 1NZ