

## DAAS Privacy Policy

DAAS takes great care to preserve your privacy and safeguard any personal details you provide to us, whether on this website or by another means. This Policy explains how we collect and use your information. As we are a not-for-profit charitable incorporated organisation – the information we ask for is used only for legitimate purposes, as outlined below.

**By using our website or providing us with your personal information you are agreeing to this Policy. We may update this Policy at any time without notice to you, so please check it regularly.**

### **1. When will I need to provide my details?**

We may collect personal information (for example your name, your address, your email address, your date of birth, or your telephone number) from you when you:

- a) Become a client of DAAS
- b) Apply for a paid or unpaid role within DAAS, for the processing of your application
- c) Make a donation to us
- d) Order materials or training from us
- e) Use one of our services, including single point of contact (correspondence between you and the advice service will remain confidential)
- f) Contact us or become involved with us in another way, for example with our board of trustees, governance, or as a volunteer

### **2. Why do you need my details and how do you use them?**

There are different reasons why we might need your personal details – the main ones are to process a referral to us, to process a request or inform you about training or about the work we're doing. We will only do this if you tell us that you are happy for us to contact you (this is 'opting-in'). This information can be provided to us via a notice on our website asking you to opt in or select an option to receive information, or when meeting our workers in person. Please rest assured that we will never sell or pass on your details to any third party without your permission. When dealing with your personal information we will at all times comply with the Data Protection Act 1998, and any other applicable legislation, for example GDPR 2018. In 3 years' time we will notify you to ensure you are still happy with our retaining your information and are familiar with our privacy policy. You will have the opportunity to "opt out" or unsubscribe at any time. See instructions at the end of the policy about how to unsubscribe.

### **3. Do you pass my details to any other organisations or individuals?**

We will never sell your data to another organisation, in addition, if we ever need to send data to a third party with your agreement, we will make sure the company we use has signed a data processing agreement with us, so that they are bound to take care of your data in the same way we do.

If you have made a Gift Aid declaration or donation, we may disclose the information you have provided as part of the declaration to HMRC for the purpose of reclaiming gift aid on your donation(s). We may share or disclose your personal information if we are required to do so by any law or court order.

If you are connected to the internet, you will have an IP address this may take the form of a figure, such as 333.333.221.22.1 The address will be automatically collected and logged as part of the connection of your computer to our web server and may be used to determine the total number of visits to each part of the site. The data is not collected and used for any other purposes than to help us ensure that our information reaches as wide an audience as possible and is accessible to all.

#### **4. How do you keep my information secure?**

We will take precautions to prevent the loss, misuse or unauthorised alteration of personal information you give us. For example, our website stores your information securely and no access is granted to third parties.

We may send communications to you by email. Email is not a fully secure means of communication, and whilst we do our utmost to keep our systems and communication protected, we cannot guarantee this. However we will only keep minimal required information so that we can let you know about the training we offer or service changes which we think you may benefit from being made aware of and if you wish us to remove your information you can do this at any time. (see below)

We make no representations about any other websites, and when you access any other website through a link on our website (including social media sites) you should understand that it is independent from us and that we have no control over that website or the way any personal information you provide is collected through those websites. Those websites may have their own privacy policies and we encourage you to look at those policies or contact the website operators directly to understand how your personal information is used.

The information we store about you will be kept for 3 years before we ask you if you are happy for us to continue to store it and if we do not hear from you it will be safely disposed of. You may request erasure or correction of the information you provide to us at any time. You may make a request in writing or by phone and we will respond within 1 month.

#### **5. What if I don't want you to use my details anymore? (Opt out or unsubscribe)**

If you ever change your mind about these choices, you can update your contact preferences at any time by calling us on 01246 206514, emailing us on [training@daas.uk.com](mailto:training@daas.uk.com) or by writing to us at DAAS, First Floor, Dents Chambers, 81 New Square, Chesterfield, S40 1AH or by returning to a contact form on this website and changing your previous preferences. This helps us record the most up-to-date information for you.

## **6. Access rights**

You have the right to request copies of certain personal information within our custody and control, and details of how we use that information. If you think any of the personal information we hold about you is inaccurate, you may also request it is corrected. In relation to all these rights, please email or write to us at the address below. Please note that we may, where permitted under applicable law, charge a small administration fee and/or request proof of identity. We will respond to your requests within all applicable timeframes (in accordance with the Information Commissioner's Office guidelines).

In certain circumstances (for example where required or permitted by law) we might not be able to provide you with access to some of your personal information, but where appropriate we will notify you of the reasons for this.

If you have any questions about this Policy, please contact the Service Manager at Derbyshire Alcohol Advice Service or 01246 206514.