

Privacy Notice

Charitable Incorporated Organisation (CIO)

Effective Date: 22nd January 2025

Introduction

This Privacy Notice explains how the Oxshott Village Trust ("we," "our," "us", "CIO") collects, uses, and protects personal data in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. We are committed to ensuring that your personal information is handled responsibly and transparently.

Who We Are

The Oxshott Village Trust is a charitable organisation focused on promoting and safeguarding the interests of the people of Oxshott.

What Data We Collect and Why

We collect and process personal data only when necessary to fulfil our objectives, specifically:

1. For Voting:

- **Data Collected:** Name, address, and residency verification (e.g., postcode or ID).
- **Purpose:** To ensure fair voting procedures and prevent duplication.
- **Retention:** Voting data is securely destroyed immediately after the election process is concluded.

2. For Communication and Community Engagement:

- **Data Collected:** Name, email address, and optionally, phone numbers.
- **Purpose:** To share updates, events, and information relevant to the community.
- **Retention:** Contact information is retained only for as long as necessary to keep you informed or until you request removal.

3. Handling Complaints and Grievances

Handling Complaints and Grievances

When you submit a complaint, grievance, or concern to Oxshott Village Trust we collect and process personal data as part of our commitment to addressing and resolving issues in a fair, transparent, and lawful manner.

1. Data We Collect:

- Your name, contact details, and any other information you provide in the complaint.
- Details of the complaint or grievance, including any evidence or documentation submitted.

2. Purpose of Processing:

- To investigate and resolve the complaint or grievance.

- To communicate with you regarding the matter.
- To comply with legal and regulatory obligations, including record-keeping requirements.

3. Legal Basis for Processing:

- The processing of personal data for complaints and grievances is based on our legitimate interests as a charitable organisation to ensure good governance and accountability.
- In some cases, processing may be necessary for compliance with legal obligations.

4. Data Sharing:

- Your personal data may be shared with trustees, staff, or external advisors where necessary to investigate and resolve the complaint.
- If required by law, your data may be shared with regulatory authorities, such as the Charity Commission or the Information Commissioner's Office (ICO).

5. Data Retention:

- Personal data relating to complaints and grievances will be retained only for as long as necessary to fulfil the purposes outlined above, and in accordance with our data retention policy.
- After this period, data will be securely deleted or anonymised.

6. Your Rights:

- You have the right to access, correct, or request the deletion of your personal data related to the complaint, subject to any overriding legal or regulatory obligations.
- If you believe your data has been processed unlawfully, you have the right to lodge a complaint with the ICO.

For further information on how we handle your data or to exercise your rights, please contact us at [Insert Contact Details- propose Hilary].

How We Collect Your Data Outside of Complaints and Grievances

We collect personal data directly from you when you:

- Register to vote in CIO elections.
- Sign up to receive updates or communications.

Legal Basis for Processing Your Data

We process your personal data on the following legal bases:

- **Consent:** For communications and updates, we rely on your explicit consent.
- **Legal Obligation:** For certain governance and election processes, as required under charity law.

- **Legitimate Interests:** To ensure transparent and fair operations within the Oxshott Village Trust.

How We Store and Protect Your Data

We are committed to protecting your personal data:

- Data is stored securely and accessed only by authorised personnel.
- Physical records are securely destroyed after use.
- Digital records are encrypted and stored on protected systems.

Sharing Your Data

We do not share your personal data with third parties unless required by law or for the purposes of an independent investigation into CIO activities.

Your Data Protection Rights

Under the UK GDPR, you have the following rights:

1. **Access:** Request a copy of your personal data.
2. **Rectification:** Request corrections to inaccurate or incomplete data.
3. **Erasure:** Request deletion of your personal data where it is no longer necessary.
4. **Restriction:** Request limited processing of your data.
5. **Objection:** Object to processing based on legitimate interests.
6. **Data Portability:** Request a copy of your data in a commonly used format.

To exercise any of these rights, please contact us at : info@theoxshottvillagetrust.org.uk

How to Withdraw Consent

You can withdraw your consent for us to contact you at any time by:

- Emailing : info@theoxshottvillagetrust.org.uk
- Clicking “unsubscribe” in any email communications.

Data Breaches

In the unlikely event of a data breach, we will notify affected individuals and the Information Commissioner’s Office (ICO) as required by law.

Contact Details

If you have any questions about this Privacy Notice or your personal data, please contact:

- **Name of CIO:** Oxshott Village Trust
- **Name of Data Processor:** Hilary Dyson
- **Email:** info@theoxshottvillagetrust.org.uk
- **Address:** Oxshott Village Halls, Holtwood Road, Oxshott

You also have the right to file a complaint with the **Information Commissioner's Office (ICO)** at <https://ico.org.uk>.

Review of This Notice

This Privacy Notice will be reviewed and updated as needed. The latest version will always be available on our website at [\[\]](#) or upon request.