



Llinell Gymorth Live Fear
Byw Heb Ofn Free Helpline

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Cymorth i Ferched Cymru
Welsh Women's Aid

Rhoi Merched a Phlant yn Gyntaf
Putting Women & Children First

Welsh Women's Aid Privacy Notice for Ask Me

This Privacy Notice explains how Welsh Women's Aid (WWA) will use your personal information, who it will be shared with, and why. Your personal data is defined as any information that can directly or indirectly identify you. This notice explains how we keep your data safe and secure and includes information you need to know about your rights and how to exercise them.

1.1 What information do we collect?

When you first enquire about Ask Me Scheme, we collect...

- Your name and email address
- The area of Wales you live in, including your address

When you register as an Ask Me participant on the app we collect...

- Your name and email address

When you apply to come on a course, we then collect...

- Previous levels of knowledge
- How you heard about the scheme
- Why you want to join the scheme
- Information about your connection to the relevant funded area
- Your work/volunteering organisation and role
- Dietary requirements
- Accessibility needs

If you attend a training course, we also collect...

- Whether you have completed the Ask Me training
- Whether you have been offered a place onto the Ask Me community

Pendragon House, Caxton Place | Pentwyn, Cardiff | CF23 8XE
Tel: 02920 541551
info@welshwomensaid.org.uk | www.welshwomensaid.org.uk

Registered Charity Number: 1140962



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- Whether you have accepted the invitation to be part of the Ask Me community
- Whether you have consented to have photographs taken
- Whether you have consented to be contacted by our evaluator
- Whether you have consented to speak to the press

Finally, if you go on to become an Ask Me participant, we will collect...

- Facebook contact details (if you choose to join the Ask Me Wales group)
- Bank account details (if expenses claimed)
- Action tracker data including data completion
- Language preferences

In addition, when you register to come on a course, we ask you to fill in an equal opportunity form which will provide us with the following information. This information will be pseudonymised. This information is used solely for anonymised equality monitoring only i.e. to check whether the Ask Me scheme is accessible to everyone in the community. We will collect the following special category data:

- Your gender
- Your age
- Your ethnic group or background
- Your religious beliefs
- Your marital status
- Your sex
- Your relationship status
- Whether your gender is the same as assumed at birth
- Your sexual orientation
- Your religion or belief

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1.2 Why do we collect information about you?

We need to collect and process your personal and special category data to manage the following activities, where appropriate:

- Provide you with information and updates about the Ask Me scheme
- Ensure training and ambassador events are accessible to you
- Monitor how well the project is doing and telling our funders
- Evaluate how effective the project is
- Maintain and promote equality in the scheme
- To evaluate how we find and attract Ask Me participants
- Ensure effective general administration of the scheme

For the collection and processing of **personal data** we will be using the following lawful bases:

Legitimate interests: the processing is necessary for our legitimate interests or the legitimate interests of a third party, unless there is a good reason to protect your personal data which overrides those legitimate interests. Whenever we use Legitimate Interest to process data, we perform a Legitimate Interest Balancing Assessment (LIA) to enable us to consider any potential impact on you (both positive and negative), and your rights under data protection laws. Your information will not be processed if our interests as a charity override your fundamental rights and freedoms according to the law.

For the collection and processing of your **special category data**, the Data Protection Act 2018 contains a substantial public interest condition known as '**equality of opportunity of treatment**' which permits us to process specified special category data for diversity monitoring purposes.



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For a full breakdown of the different types of information we collect and the lawful basis for processing please speak to the Data Protection team by emailing dataprotection@welshwomensaid.org.uk.

1.3 What do we do with your information?

Your information is held within Welsh Women's Aid and remains confidential. It is only shared internally with staff who require the information to carry out any of the processes listed in 1.2.

Electronic information is stored on Microsoft SharePoint, Google Drive, and/or local machines.

WWA is certified under the Cyber Essentials scheme, for more information please visit

<https://www.cyberessentials.ncsc.gov.uk/> or contact

DataProtection@welshwomensaid.org.uk. We have undertaken a third-party supplier assessment on all our suppliers and have identified a low risk when using these organisations. Such decisions are assessed on a regular basis and our findings are kept for record purposes.

Paper copies are scanned electronically, stored as above and the originals shredded.

1.4 Who do we share your information with?

We may share your data with the following authorities/ companies when necessary:

- We currently work in partnership with other specialist services (i.e. Thrive and Swansea Women's Aid). If you have been trained by or on behalf of a specialist organisation, your data will be shared securely with them under a data sharing agreement.
- Other local specialist services where you have consented (separately) for us to do so.
- Statutory services such as the police and/or social services where there is a safeguarding requirement.
- Our project evaluators where the information is anonymised, or you have consented for us to share your personal data.

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- Our partner organisations (Women's Aid Federation England, Scottish Women's Aid and Women's Aid Northern Ireland) where information is anonymised and needed to compare project performance.

1.5 How long will we keep your information?

If you become an active Ask Me Community Member, your personal data and other information you provide will also be held for six years or for the lifetime of the project, whichever is longest. If you cease to be active within the Ask Me Community (either by notifying us or by not submitting any updates for a six-month period) your data will be deleted six months from the date of your last correspondence. When we delete your data, if we have passed on your info to a local specialist service to liaise with their training coordinator, we will also notify them that your data should be deleted.

If you do not become an active Ask Me Community member, we will delete your data according to the following time frames:

- If you express interest in the scheme but do not attend the training, we will delete your details after 6 months.
- If you attend a training course but do not sign up to become an Ask Me Community Member, we will delete your details after 6 months.
- If you have submitted data to the app without having first attended a training course, we will delete your details after 30 days.

Any special category you provide will be kept for up to six years, after which the data destroyed but reports containing statistics may be retained.

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We review our retention periods and update our Records of Processing Activities (RoPA's) accordingly. If you would like to know more about the retention of your personal information, please email the Data Protection team via: DataProtection@welshwomensaid.org.uk.

1.6 What are your rights?

You have the right to:

- **Information:** Individuals have the right to be informed about the collection and use of their personal data. This is a key transparency requirement under the UK GDPR.
- **Access:** Ask to see the information about you that is held by WWA (also known as a Subject Access Request)
- **Rectification:** Have information about you changed if it is not correct
- **Avoid automated decision-making:** Question decisions made about you by a computer
- **Erasure:** Ask for us to delete some or all your information we hold about you (subject to our contractual and/or legal obligations)
- **Restriction of processing:** Restrict the processing of some or all your information if it is deemed to be inaccurate or we are not lawfully allowed to use it.
- **Withdraw consent:** You can withdraw your consent to process your data at any time by contacting us via dataprotection@welshwomensaid.org.uk. Anonymised data will be stored for the period of 6 years.

To exercise any of these rights please contact the data protection team at dataprotection@welshwomensaid.org.uk.

If you are unhappy with the way your request is handled or disagree with a decision made by WWA regarding your data, you can submit a complaint. In these circumstances you can contact the Data Protection Team and request a review of the decision by emailing dataprotection@welshwomensaid.org.uk.

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If you are not satisfied with any outcome from the data protection team at WWA, you may wish to apply to the Information Commissioners Office at:

The Information Commissioners Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113 (local rate)

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