



Privacy and Data Management Policy

Purpose and aim of the policy

Ross-on-Wye Community Development Trust (Ross CDT) exists to promote voluntary action, in order to improve individual well-being and community resilience in Ross-on-Wye. We are committed to protect the privacy of all those with whom we are in contact, and to comply fully with relevant data protection legislation. This privacy policy will explain how we use the personal data we collect from you.

Scope of the policy statement

This policy and the associated procedures will be followed by Ross CDT employees, volunteers, members and trustees with responsibility for handling personal data. It covers our responsibilities towards all people with whom we are in contact, including members of the public, our volunteers and employees, and the volunteers and employees of our partner organisations.

Context

In fulfilling our obligations under this policy, Ross CDT will have full regard for all relevant national legislation and guidance, including the legal basis in England of data protection. We will comply fully with our obligations under the General Data Protection Regulation (GDPR), Data Protection Act 2018 and other relevant legislation pertaining to the safe handling, use, storage,

retention and disposal of certificate information. This policy is available to those who wish to see it on request.

As an organisation using the Disclosure and Barring Service (DBS) checking service to help assess the suitability of applicants for positions of trust, Ross CDT complies fully with the DBS Code of Practice regarding the correct handling, use, storage, retention and disposal of certificates and certificate information. In the text that follows “staff” and “volunteers” include staff and volunteers with other organisations who have requested that Ross CDT process DBS applications on their behalf in its role as an umbrella body.

Policy statement

Ross CDT collects the following data:

Personal identification information (Name, email address, phone number, etc.)

Information about your volunteering capacities, preferences and availability

Information about your communication preferences

Information about your requests for assistance by volunteers

Information necessary to process payments

Information about your membership of Ross CDT

Information for DBS checks and about the DBS status of some staff and volunteers, if there is a lawful reason to request a check.

How do we collect your data?

You directly provide Ross CDT with most of the data we collect. We collect data and process data when you:

Apply to join Ross CDT as a member or volunteer

Voluntarily complete one of our surveys or provide information on our Facebook page or via post, telephone or email

Request help from Ross CDT or its volunteers

Owe us money or are owed money by us

Agree to apply for a DBS check.

How will we use your data?

Ross CDT collects your data so that we can:

Identify suitable volunteering opportunities for you

Provide services to those who request help

Manage our organisation's membership

Communicate with members, volunteers and service users to keep you informed about our activities

Process payments

Ensure that staff and volunteers are DBS checked, if their role involves regulated activity

Process your DBS check

If you agree, Ross CDT will share your data with our partners, who are local voluntary groups and statutory organisations, in order to match volunteers and service users. If you have agreed to apply for a DBS check we will forward your data to DBS, see below.

You have the right at any time to stop Ross CDT from contacting you or giving your data to our partners.

How do we store your data?

Credit card data is never stored. Ross CDT will keep other information you have provided whilst you remain a member, volunteer or service user and for three years after you cease to be a member, volunteer or service user. Once this time period has expired, we will delete your data. Special arrangements apply to data gathered for the purposes of a DBS check, see below.

What are your data protection rights?

Ross CDT would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request Ross CDT for copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that Ross CDT correct any information you believe is inaccurate. You also have the right to request Ross CDT to complete the information you believe is incomplete.

The right to erasure – You have the right to request that Ross CDT erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that Ross CDT restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to Ross CDT's processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that Ross CDT transfer the data that we have collected to another organization, or directly to you, under certain conditions.

Special arrangements apply to data gathered from staff and volunteers who have applied for a DBS check, see below.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email:

info@rosscdt.org.uk.

Call us at: 01989 313022, or write to us: % Ross Town Council, High Street, Ross-on-Wye, HR9 5HL.

Privacy policies of other websites

The Ross CDT website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

Ross CDT keeps its privacy policy under regular review and places any updates on this web page.

How to contact the appropriate authority

Ross CDT is registered with the Information Commissioner. Should you wish to report a complaint or if you feel that Ross CDT has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office via:

<https://ico.org.uk/>

Arrangements for DBS checks

Special arrangements apply for the collection, processing, storage and disposal of DBS check data.

Storage and access

Certificate information will be kept securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.

Handling

In accordance with section 124 of the Police Act 1997, certificate information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom certificates or certificate information has been revealed and it is a criminal offence to pass this information to anyone who is not entitled to receive it.

Usage

Certificate information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

Retention

Once a staff or volunteer recruitment (or other relevant) decision has been made, we do not keep certificate information for any longer than is necessary. This retention will allow for the consideration and resolution of any disputes or complaints, or be for the purpose of completing safeguarding audits.

Throughout this time, the usual conditions regarding the safe storage and strictly controlled access will prevail.

Disposal

Once the retention period has elapsed, we will ensure that any DBS certificate information is immediately destroyed by secure means, for example by shredding, pulping or burning. While awaiting destruction, certificate information will not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack).

We will not keep any photocopy or other image of the certificate or any copy or representation of the contents of a certificate. However, notwithstanding the above, we may keep a record of the date of issue of a certificate, the

name of the subject, the type of certificate requested, the position for which the certificate was requested, the unique reference number of the certificates and the details of the recruitment decision taken.

Acting as an umbrella body

Before acting as an umbrella body (an umbrella body being a registered body which countersigns applications and receives certificate information on behalf of other employers or recruiting organisations), we will take all reasonable steps to satisfy ourselves that they will handle, use, store, retain and dispose of certificate information in full compliance with the code of practice and in full accordance with this policy.

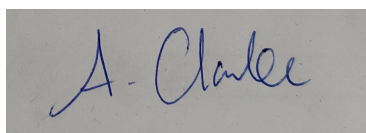
We will also ensure that any body or individual, at whose request applications for DBS certificates are countersigned, has such a written policy and, if necessary, will provide a model policy for that body or individual to use or adapt for this purpose.

Dates

Reviewed and confirmed by Ross-on-Wye CDT trustee board on 9th June 2026

Next review due June 2027, then annually.

Signature

A handwritten signature in blue ink, appearing to read 'A. Clarke', is displayed on a grey rectangular background.

Chair of Ross CDT Trustees

9th June 2026