

COVID-19 MUTUAL AID UK

Local organising to support the most vulnerable in our communities

High Wycombe Mutual Aid - Privacy Statement

High Wycombe Mutual Aid is a grassroots community group volunteering support for residents of High Wycombe that was formed in response to the COVID-19 outbreak.

We aspire to live in a community where everyone has support and feels connected. A community where everybody can contribute and feel valued.

One of our core values is that we care about privacy and safeguarding. We may be a small community organisation, but we take our responsibilities and duty of care seriously.

We seek to abide by the principles of the **General Data Protection Regulations (GDPR)**.

We:

- Do not keep personal data for longer than we need to.
- Think about how long we need to keep personal data.
- Have this policy which sets standard retention periods.
- Periodically review the data we hold, and erase or anonymise it when we no longer need it.
- Carefully consider any challenges to our retention of data.
- Recognise that individuals have a right to erasure if we no longer need the data.

We will keep any personal data that is required to deliver our mission until the Government assesses the COVID alert level in High Wycombe as Low for a continuous period of three months, or where any volunteer or user of our services requests that we erase their data.

We hold the following sources of data, which we minimise as far as possible to safeguard our volunteers and users:

- **Users of our services** - Name, Phone Number, Email Address, Postcode, Full Address, Service Requested, Conversation History. We hold this data to be able to contact residents who need to use our services and to match these users with volunteers.
- **Volunteers** - Name, Phone Number, Email Address, Postcode, Full Address (only where required to accept deliveries, and for the purpose of delivering batches of flyers to flying volunteers) and DBS Details. We hold this data to be able to contact volunteers and to match volunteers to the users of our services. We may retain additional relevant information that has been provided to us, such as whether the volunteer has access to a car.

We have a team of matching volunteers and coordinator volunteers who are responsible for coordinating our support work. Only matching volunteers will have access to the data we store on users of our service. A small number of coordinator volunteers have access to limited data on other volunteers e.g. email addresses in order to send volunteer newsletters and targeted communications. **MailChimp** securely stores the email addresses, names, DBS status and contact preferences of those receiving the newsletter and some other details such as the role the volunteer has with us (eg 'flyering', 'buddy' etc). Volunteer coordinators will access and use data for the purposes set out above. We give the option to unsubscribe.

We use **Slack** for internal communications within the coordinators group. Access to the Slack channels is limited to those volunteers who need to be in each channel in order to perform their role.

We use the **Google Drives** associated with hwmutualaid@gmail.com and hwcoronavirusmutualaid@gmail.com to share resources among volunteers. They are collaborative, open-access folders whose access is restricted by password protection.

We will use the information captured by our **Google Form** (<https://wycombe-mutual-aid.org/get-support/>) for the legitimate purposes of the group - to connect volunteers working in the same area, and to match volunteers to members of the community seeking support. We will not store data from community members seeking support.

We will never share any of your information with third parties for commercial or marketing purposes.

To remove your data or ask any questions please email hwmutualaid@gmail.com