

## Membership Services Privacy Statement

### How information about you will be used:

Pro-Action has undertaken a Legitimate Interests Assessment (LIA) and believes this is the appropriate legal basis for gathering, holding and using your data to provide you with membership services.

We do not pass your information on to any third party unless in the event of a Safeguarding concern, medical emergency, for the performance of a contract or a legal requirement.

As you have chosen to use our services, we will need to send you information about our activities, by various means including post, telephone, email, SMS, Facebook, Twitter.

Under our LIA we identified we would use and hold your data in the following ways:

- Organisation, correspondence and billing contact details will be used for professional purposes only in relation to membership services & not shared with third parties.
- We hold the following information on a secure CRM database, so that we can provide membership services to you. The information in the table below will be held for the duration of your membership with Pro-Action and for two calendar years thereafter, after which we shall only keep a record that your organisation has been in membership and for the period of affiliation, removing any personal details.

Organisation name	Main correspondence name	Billing contact name	Demographics of your participants
Organisation address	Main correspondence address	Billing contact address	Ages, gender, ethnicity
Organisation telephone/mobile	Main correspondence telephone/mobile	Billing contact telephone/mobile	Policies & Procedures
Organisation email	Main correspondence email	Billing contact email	Brief details of visits/phone calls, emails
Organisation website			Membership history

- Details you provide for online payments made through the database go through Stripe, a Card payment service. Pro-Action retains the date, amount, account name & purpose for which payment was made.

## PRO-ACTION

- Pro-Action receives notification of BACS payments through Bank statements, which contain account name, reference/invoice number, and amount.
- We hold the following information for paper based DBS applicant details, which are retained by Pro-Action for a maximum of 6 months during the processing of the DBS check, in case of queries.

Applicant title	Applicant name	Date of Birth	Applicant email	Application address
Organisation name	Form reference number	Position Applied for	Volunteer or Paid staff status	Date sent to DBS

- No applicant details are held by Pro-Action in relation to DBS checks carried out through GBG online Service.
- The following membership information is shared in relation to the performance of a contract (e.g. funding or service level agreement). This information will be held for comparative statistical information and will contain no personal information.

Organisation Name	Organisation town or district	Number of visits	Number of phone calls
Number of DBS applications	Number of training attendances	Number of funding bids	

- The following training participant information is retained for the purposes of distributing training certificates and maintaining a training record for members. This information will be held for the duration of your membership with Pro-Action and for two calendar years thereafter.

Participant name	Participant email	Participant telephone/mobile
Participant address	Payment details	

If I need any further information or wish to discuss any aspect of this Privacy Notice please contact Pro-Action by emailing [membership@pro-actionherts.org](mailto:membership@pro-actionherts.org) or calling the office on 01707 276859.

*The Information Commissioner's Office is the regulatory authority. If you are unhappy about how your data is being kept/used, you have the right to make a complaint to them directly.*