

1. Introduction

This Privacy Notice explains how we collect, use, store, and protect your personal information when you use the VAAC website (“we”, “us”, “our”). We collect personal data to support our charitable objectives, provide services to members, and operate our organisation effectively.

We are committed to safeguarding your privacy and complying with applicable data protection laws, including the UK GDPR.

By using our services, you confirm that you are over 18 or otherwise have appropriate consent.

2. Who We Are

Legal Entity	Voluntary Action Arun & Chichester (VAAC)
Data Protection Officer	Head of Operations and Membership
Postal Address	VAAC, The Town Hall, Clarence Road, Bognor Regis, PO21 1LD
Email Address	admin@vaac.org.uk
Telephone	01243 840305

3. Data Controller

VAAC is the Data Controller for the personal information you provide to us. We determine the purposes and means of processing your personal data.

4. Information We Collect

We may collect:

- **Personal data:** name, organisation (if applicable), email address, postal address, telephone number, date of birth, and account information when you submit forms or register with us.
- **Usage data:** IP address, browser type, pages visited, time spent on the site, and analytics information
- **Cookies:** essential and optional cookies used to improve site performance and personalise your experience. See our Cookie Policy for details.

We only collect personal data when necessary and process it securely.

5. How We Use Your Information

We use your information to:

- Provide and maintain our website and services
- Respond to enquiries or support requests

- Manage event participants and administer volunteer programmes
- To maintain internal records
- Membership administration for organisations and volunteers
- Improve user experience and website performance
- Send updates or marketing communications (only with your consent)
- Comply with legal obligations

6. Legal Basis for Processing

Under Article 6 UK GDPR, we process data:

- **Consent** — e.g. newsletter sign-ups, explicit permission for website contact information, event registration, volunteering, organisation representative, analytics, optional cookies. You can withdraw consent at any time by contacting the DPO.
- **Contractual necessity** — event bookings, membership services.
- **Legitimate interests** — enquiries, analytics, service improvement, member support.
- **Legal obligation** — safeguarding, financial reporting, employment law.

7. How We Share Your Information

We may disclose personal information to:

- Trusted third-party service providers (e.g., IT support, hosting, data storage, analytics, maintenance)
- Our employees, trustees, contractors, and related entities
- Professional advisers
- Courts, tribunals, regulatory authorities, or law enforcement when required by law
- Third parties assisting us in delivering services or communications
- Organisations involved in a potential merger or transfer of VAAC assets

Use of Microsoft Teams

We use **Microsoft Teams** to host online meetings, training sessions, consultations and events for our members. When you join a Teams session, personal data such as your name, email address, IP address, attendance details, chat messages, and any audio or video content you choose to share may be processed. If a meeting is recorded or transcribed, we will inform you in advance or at the start of the session. Microsoft acts as a data processor for customer data when providing Microsoft 365 services, and Teams includes security, privacy and compliance controls to help protect personal data. Access to meeting information, recordings and transcripts is restricted to authorised people and retained only for as long as necessary. [Microsoft Teams](#) uses required data to keep the service secure and working as expected, and [Microsoft](#) describes its role as processor for customer data in its online services.

We do **not** sell your personal data.

Some service providers (e.g., Google Analytics) may be located outside the UK. Where this occurs, appropriate safeguards — such as Standard Contractual Clauses — are in place to protect your data.

8. Data Storage and Security

We implement appropriate technical and organisational measures to protect your data from loss, misuse, or unauthorised access. Data is stored on secure servers located in the UK or in regions with adequate safeguards.

9. Security of Your Personal Information

We protect personal information using commercially acceptable security measures. However, no method of electronic transmission or storage is completely secure.

You are responsible for maintaining the confidentiality and security of any passwords or login details associated with our services.

10. Children's Privacy**

We do not aim any of our services directly at children under the age of 18 and we do not knowingly collect personal information about children under 18.

11. Data Retention

We retain personal data only for as long as necessary for the purposes described in this notice. For example, membership records are kept for 6 years, financial records for 6 years, and event registration data for 12 months.

12. Your Rights

You have the right to:

- Access your personal data
- Request correction or deletion

- Object to processing
- Withdraw consent
- Request data portability
- Right to restrict processing

To exercise your rights, contact us at admin@vaac.org.uk.

13. Lodging A Subject Access Request

If you would like to lodge a Subject Access Request, you will not have to pay a fee to access your personal data as part of the Applicant process (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive, or excessive or refuse to comply with your request in these circumstances. Please contact us at admin@vaac.org.uk to exercise this right.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made several requests. In this case, we will notify you. Please contact us at admin@vaac.org.uk to exercise this right.

If you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner's Office (ICO). See complaints below.

We shall be grateful if you would contact us first if you do have a complaint so that we can try to resolve it for you.

14. Cookies

We use cookies to enhance your browsing experience. Non-essential cookies (such as analytics) will only be set with your consent. You can manage or disable cookies through your browser settings. For more details, see our Cookie Policy.

15. Third-Party Links

Our website may contain links to external sites. We are not responsible for their privacy practices.

16. Changes to This Privacy Notice

We may update this Privacy Notice periodically. The latest version will always be available on this page.

17. Complaints

If you are unhappy with how your data is processed, contact the DPO. You also have the right to complain to the Information Commissioner's Office (ICO) via:

Email: casework@ico.org.uk

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

Telephone: 0303 123 1113

Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Version Control

Version Number	Date of Update	Amendments	Approved by
1.0	July 2026	Policy Issued	HR Working Group