

Our contact details

Name: Otter Valley Association (OVA)
Address: PO Box 70, Budleigh Salterton, EX9 6WN
mail: info@ova.org.uk

The type of personal information we collect

We currently collect and process the following information:

- The OVA collects the following personal information: name, address, telephone number and email address.
- Locality identifiers are also recorded, to assist in localised management of memberships, and to provide aggregated statistical information to the Executive Committee. These are the parishes within the Area of Benefit, within East Devon or outside of these areas.
- We record when you make a subscription payment and the amount paid. This is to determine outstanding payments and to ensure the quarterly newsletter and other membership benefits are provided to members in a fair and sustainable manner. We also record whether the OVA is authorised to claim Gift Aid on your behalf.
- We record the type of membership application and the source of your application, which enables the Executive Committee to identify successful marketing methods.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- When you make an application to join the OVA.
- Authorise the OVA to claim Gift Aid on your behalf or make a donation.
- If you attend a special event organised by the OVA, for example a Christmas Dinner.
- If you correspond with Membership, we may add a note to your details for future reference.

We need the details that you have given us in order to provide you with any information pertaining to your OVA membership, and invite you to any special events the OVA may have organised. If you have booked a place on an event, we may need to contact you if the event is cancelled or there are changes to the event or venue. We also need the information to be able to collect Gift Aid on your behalf.

We never share this information with any other organisations or individuals, unless required to do so by law.

Under the General Data Protection Regulation (GDPR), the lawful basis we rely on for processing this information is: Contract. By signing your application form, you are agreeing to a contract with the OVA to supply you with the benefits of membership as listed.

Your consent

You can remove your consent at any time. You can do this by contacting the Membership Secretary of the OVA, either in writing to the address at the head of this Policy, or by emailing membership@ova.org.uk. Please note, any request cannot be accepted over the telephone.

Consent is required to provide the benefits of membership and supply the services of the OVA to you. As such withdrawing consent to process data would end the contract between you and the OVA and close the membership

How we store your personal information

Your information is securely stored on removal media, which has been encrypted with keys of at least 256bit in length. Access to this information is limited to the Chairman, Treasurer and Membership Secretary and is not accessible via a network or the internet. Backup copies of the information are stored to the same standard, and not accessed unless required for data recovery.

Once your membership has been activated and sufficient subscription payment covering the fee for that year has been received, any scanned copies of application forms are then deleted, and the record overwritten.

We keep the personal information detailed above whilst your membership is on-going, and for up to four years after cessation of the membership. This is to allow for reinstatement of erroneously cancelled membership, recovery of late payments, regulatory financial reporting and receiving notification of deceased members.

We also keep any email correspondence for up to four years, in case there is any query or dispute about membership payments.

At the end of the fourth year, or earlier if removal is specifically requested, personal information is removed, leaving only anonymised and general data on the record. This includes:

- Parish location: Indicates the general area of the membership.
- Year: The years that the membership was active.
- Membership type: The type of membership for a given year.

This data is stored only as an aggregation along with other records. This summary cannot be used to identify any individual person.

At the end of the fourth year, or earlier if specifically requested, the OVA Membership Secretary will then dispose of all other personal information by deleting the record from the membership database. This may be done in batches, or by single record. Once deletion is completed, the record is overwritten on the hard drive, making recovery almost impossible.

Once the data has been stored as part of aggregated data, the original data is deleted, and the records overwritten. The original record is beyond use of the OVA and can no longer be recovered. Data may continue to be stored in backups until the backup is overwritten with the next copy. Typically, this is up to six months and is not used for any purpose other than as a backup.

Your data protection rights

Under The Data Protection Act 2008 and the General Data Protection Regulation, effective from 25 May 2018, you have various rights in respect of the stored personal information held by the OVA.

Your right of access

You have the right to ask us for copies of your personal information that the OVA holds on file.

Your right to rectification

You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure

You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing

You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing

You have the right to object to the processing of your personal information in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Removal of personal information may impact our ability to supply benefits of membership and the services provided to you. If this is the case, we will notify you of this and the membership will be cancelled.

Please contact us in writing to the address shown below if you wish to make a request. The requested information will then be sent by post to the last recorded address on the membership records.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at:

Membership
Otter Valley Association
PO Box 70
Budleigh Salterton
EX9 6WN

The OVA will reply to your complaint within one month, starting from the date we receive your complaint.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>