



Privacy Statement

Cadas

Located at:
3-5 Victoria Place
Carlisle CA1 1EJ

Organisation's Data Controller

Email: lisar@cadas.co.uk

Cadas is committed to protecting and respecting your privacy and security. Whenever you provide us with your personal information we will treat that information in accordance with this statement, our terms and conditions and current General Data Protection Regulation (GDPR).

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. This statement may change from time to time, so please check this page periodically.

Who will see your personal data?

- We promise not to share your details with any other organisation unless there are immediate concerns about potential abuse or physical harm or where an indictable offence may have been committed. Then, and only then, we may share details with the relevant agencies upon the authorisation of the Chief Executive (or another senior manager) of the organisation in question.

In providing its services Cadas may need to contact other organisations on your behalf – your signed authorisation will always be sought before we do this.

- We will never disclose your personal data or sell it to anyone.

What information we keep and why?

- We process personal data relating to service users/clients, course delegates, volunteers and staff of CADAS. This is to allow us to offer services, products and help and guidance to our clients and to be able to keep people up to date with our work and plans.
- If you are in receipt of one or more of our services, we will hold your data for 6 years after you cease to receive any service from us. At this time all paper and computerised records will be deleted.

Unsubscribing from communications or changing the way you wish to hear from us

- You can unsubscribe from communications from us at any time by writing to us at Cadas, 3-5 Victoria Place, Carlisle CA1 1EJ, emailing us at lisar@cadas.co.uk, or calling on 0300 111 4002.



- If you change your preferences of the way you would like to hear from us, eg you would prefer to receive an email rather than a posted letter, you can do so either by emailing us at lisar@cadass.co.uk or calling 0300 111 4002.

Security

- When you give us personal and/or sensitive information we take steps to ensure that it is treated securely and with respect. Information will be held on a secure database which is fully compliant with this privacy statement and current GDPR legislation – all data at rest is encrypted.

Your rights

- You have the right to ask to see any data that the organisation holds about you in either paper or computerised formats. You should put your request in writing to:

Organisation's Data Protection Officer

Lisa Robinson

Tel 0300 111 4002

Email lisar@cadass.co.uk

- We will respond to your request within 30 days.
- You have the right to expect the data we hold about you to be accurate and can ask for any inaccuracies to be corrected.
- You have the right to erasure of personal data (aka the 'right to be forgotten').
- You have the right to lodge a complaint and can do so by writing to: 3-5 Victoria Place, Carlisle CA1 1EJ.
- Or you can email us at lisar@cadass.co.uk or call 0300 111 4002.

Alternatively, you can contact the Information Commissioner's Office on 0303 123 1113.