

# Co-operative Assistance Network Limited

## Data Protection Privacy Notice

### **Your personal data**

Personal data means any data which identifies a living person. Processing personal data (collecting, storing, using, altering, sharing or destroying personal information) is governed by the Data Protection Act 1998 and the General Data Protection Regulations (GDPR).

### **Data Control**

Co-operative Assistance Network Limited (CAN) is the data controller (contact details below). This means it decides how your personal data is processed and for what purposes.

### **Data Processing**

CAN complies with its obligations under GDPR by:

- Keeping personal data up to date
- Storing and destroying it securely
- Neither collecting nor retaining excessive amounts of data
- Protecting personal data from loss, misuse, unauthorised access and disclosure
- Ensuring that appropriate technical measures are in place to protect personal data.

We may use your personal data for the following purposes:

- To deliver services you've requested from us
- Where our service has been funded by a third party and you have previously agreed, to fulfil the reporting requirements of that specified funding organisation
- To evaluate our social impact
- To evaluate the quality of our services
- For audit and verification purposes
- To inform you about similar services, activities or events (in accordance with the Privacy and Electronic Communications Regulations).

### **The legal basis for CAN processing your personal data**

CAN may process data where it is necessary:

- To comply with legislation (for example legislation concerned with money laundering)
- For the performance of a contract CAN has with you (or with a third party that has agreed with you that they employ us to work with you) to deliver a service, or to go through the processes required to complete due diligence to enter into a contract to deliver a service
- For CAN's legitimate interests so that we can monitor and evaluate our services and keep you informed about related services.

### **Sharing your personal data**

Your personal data will be treated as strictly confidential, and will be shared only with the following:

- Regulatory Authorities where this is necessary to complete work on your behalf such as Legal Registration or the completion of Annual Returns
- Funding organisations who have paid for the service (to the extent that this has been previously agreed by you with those organisations and/or CAN)
- Third parties providing you with associated services (to the extent that this has been previously agreed by you with those organisations and/or CAN, and who are contractually required to protect your data and comply with GDPR).

### **How long we keep your personal data**

CAN retains personal data no longer than necessary to complete the contracted work plus a reasonable period to deal with queries or complaints, legal claims or auditing queries.

### **Your rights concerning your personal data**

You have the following rights with respect to your personal data:

- To request CAN to:
  - Provide a copy of any data held
  - Correct any data that is inaccurate or out of date
  - Erase data where it is no longer necessary CAN to retain it
  - Provide your data and transmit that data directly to another data controller upon your instruction
  - Restrict further processing while any question of accuracy or right to hold or process it is resolved.
- To object to the processing of personal data
- To lodge a complaint with the Information Commissioners Office.

### **Transfer of Data Abroad**

CAN will not do this.

### **Automated Decision Making**

CAN will not do this.

### **Further processing**

CAN will not use personal information for any purpose not covered by both this notice and our contract with you unless and until we have varied that contract with you and/or issued you with an amended notice.

### **Contact CAN**

To exercise your rights, queries or complaints contact the CAN Data Control Officer Chris Funnell at [chris@assist.coop](mailto:chris@assist.coop).

Co-operative Assistance Network Limited is a registered society under the Co-operative and Community Benefit Societies Act 2014 No. 30714R  
Registered Office: The Coach House, 2 Upper York Street, Bristol BS2 8QN

### **Contact the Information Commissioners Office**

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/>.