

# Romsey Mutual Aid - Privacy Policy



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Romsey Mutual Aid (RMA) was set up in March 2020 to help people living and working in and around the Romsey area of Cambridge who are in need as a result of the COVID-19 pandemic. You can read more about the work we do at <https://overmillroadbridge.org.uk/about-romsey-mutual-aid/>.

This privacy policy describes what personal data we collect, how we use it, how to obtain your personal data from us and for how long we will retain your data.

## What information do we hold about you?

**If you ask RMA for help** we will hold the information that you provide to us when you get in touch, whether by using the webform at <https://overmillroadbridge.org.uk/romsey-mutual-aid/> or by email, phone, or text message.

This information typically will include

- contact information, e.g. email address, phone number, address
- the current situation of your household, e.g. self-isolating, presenting COVID-19 symptoms
- how we can help you, e.g. with shopping

It may also include medical, financial or other details about your personal situation.

We may also receive personal information about you indirectly, if e.g. Cambridge City Council or Cambridgeshire County Council refer a case to us for action which relates to you.

**If you are a volunteer** we will hold the information that you provide when you sign up as a volunteer, this information typically includes

- contact information, e.g. email & home address, phone number

- the kind of work that you want to get involved with
- your skills

If you agree to respond to a request for help that we receive, then we will also hold information about your involvement in that help request.

## How will we use the information about you?

**If you ask RMA for help**, your information will be seen by our administrators, and those volunteers who can respond to a request for help from you. Your details will only be disclosed to someone outside of Romsey Mutual Aid if it's appropriate to refer your request on to

- Cambridge City Council
- Cambridgeshire County Council
- their agency and partner organisations
- the emergency services

and in any case will only be used for the purposes of providing you with support during the COVID-19 outbreak.

If we do need to refer your request to an outside body, then if it is practical we will always discuss this with you first. We will not disclose any information about you to any organisation or individual other than those listed above unless required to do so by law.

**If you are a volunteer** we will use the information we hold about you to help us make sure that requests for help are dealt in the most effective way. We will not disclose any information about you to any other organisation or individual unless required to do so by law.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing your information are:

- Your consent. You can withdraw your consent at any time. You can do this by contacting us (contact details below)
- We have a legitimate interest.

## Marketing

**If you are a volunteer** we may want to send you newsletters and other information concerning the activities of RMA, and we will use the information you provide to do this. You have a right at any time to stop us from contacting you for marketing purposes. All our marketing emails will include an unsubscribe link.

## Access to your information and correction

Regardless of whether you are a volunteer or have asked us for help, you have the right to request a copy of the information that we hold about you. We want to make sure that your personal information is accurate and up to date. You may contact us to correct or remove information you think is inaccurate.

## Retention of data

We will securely retain the information we hold about you for the duration of RMA's work in connection with the COVID-19 outbreak, after which it will be securely deleted.

Note that, although we will delete the data, the deletion may take some time to be fully effective, e.g. for data stored on Google's Cloud systems, Google will only commit to deleting the data within 180 days - and only if data retention obligations don't apply.

## Our contact details

To get in touch with Romsey Mutual Aid:

- Phone: 07908 466257 / 01223 750170
- Email: [romsey.covid@gmail.com](mailto:romsey.covid@gmail.com)
- Postal Address: 150 Sedgwick Street, Cambridge, CB1 3AL