

National Maternity Voices CIC Privacy Policy

Our contact details

Name: Louise Griew (Managing Director)

Address: National Maternity Voices, 6 Elmbank Road, Kenilworth, England, CV8 1AL
(Registered Address)

Phone Number: 01926 858158

E-mail: admin@nationalmaternityvoices.org.uk

PRIVACY NOTICE UPDATED 27 SEPTEMBER 2022: review September 2024

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name, email address, address, telephone numbers and other contact details)
- Online identifiers (see our Cookies Notice)
- Bank or other electronic payment details; when we are recruiting and remunerating our service user representatives and members of the workforce (temporary, contract or employed)
- National Insurance numbers, if required for employment purposes
- Special categories of personal data, such as protected characteristics (e.g. ethnic origin, sexuality, health or maternity-related data) during recruitment, or in projects.
- Experiences of chairing or other participation in a local maternity voices partnership.
- Birth stories and experiences as a user of maternity services, which are then anonymised

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:

- To access information and support as a chair or other member of a local maternity voices partnership.
- To make an enquiry about MVPs or NMV.
- To enable membership of the community interest company National Maternity Voices CIC

- To work for - or on behalf of - National Maternity Voices
- To take part in a project with National Maternity Voices

We use the information that you have given us in order to support the work of Maternity Voices Partnerships, provide services to the National Health Service and work with other related organisations for improvements to the UK's Maternity Services.

We may share this information with the National Health Service and other related organisations, when your consent is clearly given.

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

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting admin@nationalmaternityvoices.org.uk (This will normally be the basis we use.)
- (b) We have a contractual obligation.
- (c) We have a legal obligation. (Could apply to directors, employees or members of the CIC)
- (d) We have a vital interest.
- (e) We need it to perform a public task.
- (f) We have a legitimate interest.

How we store your personal information

Your information is securely stored.

We keep financial data including bank details for two years after we last made a payment to you. We will then dispose of your information by deletion of your bank details from our banking system.

We do not store bank details for any longer than it takes to enter them within our banking system, where they are securely stored by a UK-based bank.

We will keep your contact details, with your consent, until you indicate you no longer wish for them to be stored.

For finite projects, your contact details will be deleted within three months of the project ending, or whenever you indicate you wish them to be deleted.

You can withdraw consent for any of your data to be held or used at any time by National Maternity Voices by emailing gdp@nationalmaternityvoices.org.uk

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

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.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, 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.

Please contact us at gdp@nationalmaternityvoices.org.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at GDPR OFFICER, 6 Elmbank Road, Kenilworth, England, CV8 1AL (Registered Address) or via email to admin@nationalmaternityvoices.org.uk?

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>