



VSNW – Website Privacy Notice

Who are VSNW

VSNW is the regional voluntary sector network for the North West. Whose purpose is to ensure that the voluntary, community and social enterprise sector, in all its diversity, takes its full part in shaping the future of the North West. VSNW are incorporated as a Company Limited by Guarantee (registration number 3988903) and registered as a Charity (registration number 1081654). VSNW is registered with the Information Commissioners Officer (registration number ZA271106) and you can find out more about our work at www.vsnw.org.uk

When you visit this site we will collect the following data from you

- Information on how you use the site, this includes but is not limited to the resolution of your screen, the browser you use, which pages you are looking and the time you spend on the site.

This information is collected through Google Analytics. This is anonymised and we use [IP masking](#) to further protect your privacy.

We will also collect

- Any information you provide to us via email.
- Any information you provide to us when you sign up as a Member of VSNW or one of its programmes such as Cancer Champion
- Any information you provide when you register for a training programme or event
- Your email address and subscription preferences when you sign up to our newsletter.
- How you view our newsletter - for example if you open them and which links you click on.

However, VSNW only collects information that is necessary or appropriate to deliver our services. Further details are always provided as part of our website and individuals can visit our organisational wide privacy notice for further information.

Individuals can always refuse to supply personal information, but doing so may prevent them from accessing certain activities online or require them to contact us directly.

Tools We Use

We use four main tools to help us to provide our website and related services to you.



Google Analytics - We use google analytics to analyse how our site is used and to make sure the site meeting the needs of those using it. We don't allow Google Analytics to use or share our analytics data, User-ID is turned off and our data retention rate is set to 14 months. Please read our cookies page for further information on the cookies used by Google Analytics and the other tools on this website. You can use this browser Add-on to [opt out of Google Analytics](#)

Eventbrite – To support the booking and management of events and training

MailChimp - to collect your details in order to share our newsletters.

Cookies

Like most websites we use cookies to collect anonymous statistics about how people use the site, and to help us keep it relevant for the user. Cookies remember bits of information from your visit to the site.

A cookie is a simple text file that's stored on your computer or mobile device by a website's server. Only that server can retrieve or read the contents of that cookie. Each cookie is unique to your web browser. So if we put a cookie on your computer, it can't be read by any other website.

How we use cookies to collect statistics

To improve our service we collect anonymous web statistics using Google Analytics.

This stores several cookies on users' computers or mobiles devices to tell us how many people have visited each web page, how they got there, and where they navigated to from there. The data collected is completely anonymous and does not store any personal details.

Changing your cookie settings

You can change your computer settings at any time to accept all cookies, to notify you when a cookie is issued, or not to receive cookies. How you do this depends on your web browser.

Find out more at www.aboutcookies.org

Where your data is stored

Where your data is stored will depend on the service. Further information on this is available from the providers of the systems and tools we use on this website. All of these services comply with the EU-US and Swiss-US Privacy Shield Frameworks.

Google Analytics - <https://privacy.google.com/businesses/compliance>

Mailchimp - <https://mailchimp.com/legal/privacy/>

Eventbrite -

https://www.eventbrite.co.uk/support/articles/en_US/Troubleshooting/eventbrite-privacy-policy?lg=en_GB

Keeping your data secure

VSNW and its partners are registered with the ICO and take all measures reasonably necessary to protect against the unauthorised access, use, alteration or destruction of personally identifying information. Whilst we have taken steps to ensure the security of our website sending information over the internet is generally not completely secure, and we can't guarantee the security of your data while it's in transit. Any data you send is at your own risk. We have procedures and security features in place to keep your data secure once we receive it.

Disclosing or Sharing your information

VSNW discloses personally identifying information only to those of its employees, contractors and affiliated organisations that

- (i) need to know that information in order to process it on our behalf or to provide services available at VSNW websites, and
- (ii) that have agreed not to disclose it to others.

VSNW will never rent or sell your personal information to anyone but we will pass on your personal information if we have a legal obligation to do so.

How Long Do We Keep Your Information?

The information you provide to us will be used to deliver services by VSNW. Please refer to our main [privacy notice](#) for details of how long we need to keep your data.

External links

Although VSNW try to ensure that it only includes quality, safe and relevant external links, users are advised to adopt a policy of caution before clicking any external web links mentioned throughout this website. (External links are clickable text / banner / image links to other websites)

VSNW cannot guarantee or verify the contents of any externally linked website despite our best efforts. Users should be aware that they click on external links at their own risk and this website and its owners cannot be held liable for any damages or implications caused by visiting any external links mentioned.

This privacy policy only applies to www.vsnw.org.uk, and doesn't cover other websites or services that we link to.



Privacy Policy Changes

VSNW will review this statement on a regular basis and the updated document will be made available on our website. Your continued use of this Site and/or continued provision of personally identifiable information to us will be subject to the terms of the then / current Privacy Policy.

Your rights

You have various data rights regarding the personal information that VSNW holds about you. You can:

- ask for copies of your data
- raise concerns if you think your data is not being used or looked after in the right way
- make sure your data is accurate and up-to-date

Voluntary Sector North West are responsible for this website. If you want to access your subject access rights then please contact info@vsnw.org.uk

Your Right to Complain / Object

You have the right to complain if you feel that your information is not being used in the right way. To begin with, it may be better to speak with the member of staff that is working with you to talk through your concerns.

If you do not want to do this, you can contact Warren Escadale via warren.escadale@vsnw.org.uk / 0161 276 9300

If you are still not satisfied with your response you also have the right to raise a complaint with the Information Commissioner's Office. For further details on this and your information rights please visit the Information Commissioner's Office website [here](https://ico.org.uk/). If you've signed up for email alerts, you can unsubscribe or change your settings at any time by selecting the unsubscribe link that appears in every email.