**Privacy notice – about your personal data**

 (Personal data means information that identifies you)

**The General Data Protection Regulation (GDPR)** – in order to help you we have to store certain information about you. We keep your information on a secure online database, and we may also keep a paper file for you which is also kept securely. Information is kept for at least six years before it is destroyed. You can ask to see what information we are holding about you at any time and you can ask us to correct anything that you believe is wrong. Everything you tell us will be treated confidentially. Sometimes we need to share information with others, for example, to sort out your housing benefit, to get your landlord to do repairs to your home or to ask someone you owe money to, to give you more time to pay. ***We will always make sure that you agree to the action we propose to take before we contact anyone***.

We may use some of the information to produce statistics, for example about how many people in a certain age band we have helped, but these will never be in a form that could identify you.

Sometimes our files have to be checked by external auditors, to make sure that we are acting properly and providing good advice. These auditors are also bound by strict rules of confidentiality.

**Permission to act on your behalf**

To assist you with your legal problem we may need your authority to act on your behalf in order to progress your case. Without your written consent many third parties will not talk to us. Please sign two copies of an authority letter. We will only use these letters when you have agreed the action we will take to try to resolve your problems.

**Evaluation/Media**

We receive funding for our services from a range of bodies such as charitable trusts and foundations. Sometimes they like to find out what you think about the service we provided to you and how this has impacted on your life. The information might be passed to an external organisation to evaluate our work. We are also approached by the media who like to talk to people we have helped. Publicising the work we do in this way means that we can help more people like you.

**Keeping you informed about other activities**

We produce a newsletter which we email to people to tell them about our activities and other things of interest. We sometimes hold events or campaigns and invite people to participate.

|  |  |
| --- | --- |
| I am willing to talk to the media about my situation (optional) | 🞎YES 🞎NO |
| I give my permission for my details to be passed to organisations who may contact me for evaluation purposes (optional) | 🞎YES 🞎NO |
| I would like to be to subscribe to the Organisations newsletter (optional) | 🞎YES 🞎NO |
| I would like to be invited to events or take part in campaigns (optional) | 🞎YES 🞎NO |
| Signature | Print Name | Date |

## **Developing Organisational Values**

The ethos of your organisation is the set of beliefs and principles that guide your work. Other terms for ethos are the philosophy or values of an organisation.

The values of your organisation will guide all aspects of your programmes and activities in terms of principle and practice.

**Exercise:**

1. Word-storm:

What guiding principles are important to:

* how your organisation operates (e.g. its activities, standards, quality, etc);
* how your organisation is perceived externally (i.e. in the eyes of the public or other external stakeholders);
* how staff and volunteers carry out your organisation’s services and activities?
1. Discuss and agree whether your organisation needs a shared value base in order to operate more effectively.
2. If so, agree at least 5 values that are appropriate for your organisation.

The community and voluntary sector is recognised as being value-led.Therefore, it is particularly important to communicate not only what beneficial work you do, but also how you work as an organisation – your underpinning values!

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