

# Association for the Cardiff Nantes Exchange Member Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

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## Contact details

Contact [nantes.exchange@yahoo.co.uk](mailto:nantes.exchange@yahoo.co.uk) if you need to correct or remove information

## What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery and third party referrals**:

- Names and contact details
- Gender
- Addresses
- Date of birth
- Emergency contact details
- Next of kin details
- Photographs
- Health information (including medical conditions, allergies, medical requirements and medical history)
- Dietary information (including allergies and health conditions)
- Information about accessibility needs (including disabilities, home conditions, dietary requirements)
- Information about home and living conditions
- Records of meetings and decisions
- Payment details (details of payments made or due)
- Information relating to compliments or complaints

We also collect or use the following special category information to **provide services**. This information is subject to additional protection due to its sensitive nature:

- Health information

We collect or use the following information to **organise fundraising activities**:

- Names and contact details
- Addresses

We also collect or use the following special category information to **organise fundraising activities**. This information is subject to additional protection due to its sensitive nature:

- Health information such as allergies

We collect or use the following personal information for **sharing information**:

- Names and contact details
- Addresses
- Recorded images, such as photos or videos

We collect or use the following personal information for **feedback**:

- Names and contact details
- Addresses

We collect or use the following personal information **to facilitate and arrange the exchange and associated trips and events**:

- Names and contact details
- Gender
- Addresses
- Date of birth
- Emergency contact details/next of kin details
- Photographs or video recordings
- Service use history
- Health information (including medical conditions, allergies, any special requirements)
- Dietary information (including allergies and health conditions)
- Information about accessibility needs (including disabilities, home conditions, dietary requirements)
- Records of meetings and decisions

We also collect or use the following special category information for **To facilitate and arrange the exchange and associated trips and events**. This information is subject to additional protection due to its sensitive nature:

- Health information

## Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

## Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods, including delivery and third party referrals** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply. Our legitimate interests are:

- Collecting name, address, contact and health details and summary of interests provided to the Association to facilitate matching with exchange partners, communication about the Association and sharing with exchange partner organisation and members.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

- Vital interests – collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

Our lawful bases for collecting or using personal information to **organise fundraising activities** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:

- To keep interested parties informed of the Association, its events (including social and fundraising events) and the exchange.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for **feedback purposes** are:

- Consent - we have permission from you. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - Limited to gathering and recording questionnaires, views and comments to help improve the exchange, trips and social events.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for **To facilitate and arrange the exchange and associated trips and events** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - Necessary for communication with interested parties, travel companies and exchange partners. Necessary to book travel and arrange exchange partners. Information shared with Exchange Partner organisation and, for each person, with their proposed exchange partner.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

## Where we get personal information from

- Directly from you

## How long we keep informatio

We keep information for up to 3 years

## Who we share information with

## Others we share personal information with

- Insurance companies, brokers and other intermediaries
- Legal bodies or authorities
- External auditors or inspectors
- Suppliers and service providers
- Third parties:
  - For travel and event bookings with relevant providers. May need to provide details for insurance purposes. May need to provide information to government bodies for immigration checks, etc. Details of members and those participating in the exchange may be shared with auditors and accountants as part of preparation and audit of accounts.

## Sharing information outside the UK

Where necessary, we will transfer personal information outside of the UK. When doing so, we comply with the UK GDPR, making sure appropriate safeguards are in place.

For further information or to obtain a copy of the appropriate safeguard for any of the transfers below, please contact us using the contact information provided above.

**Organisation name:** ELANC

**Category of recipient:** Voluntary organisation

**Country the personal information is sent to:** France

**How the transfer complies with UK data protection law:** Consent and legitimate interest. UK adequacy regulations.

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow

Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

## Last updated

April 2026