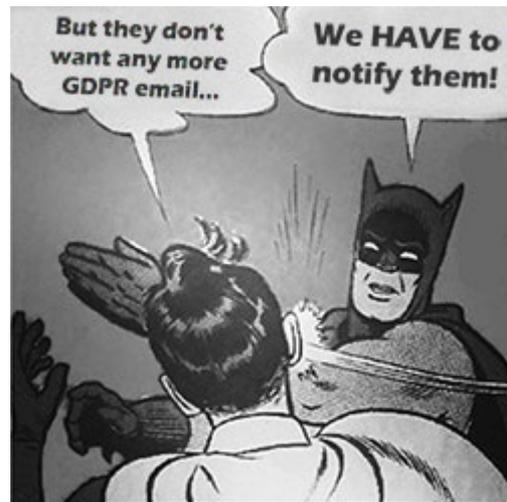




## GDPR Update (Sent Wed 23<sup>rd</sup> May 2018)

Dear Mike Douglas,

I am sure you will be sick of hearing about **GDPR**, and many organisations will have been in touch to ask you to opt in to their mailing lists. This is our statutory notification to let you know about the implications of GDPR, how it affects you with regards to the Neighbourhood Alert system, what data we hold and what we need you to do. Don't worry though, once you're **read this and checked** that your settings are correct, you don't have to do anything else to continue receiving Alert messages.



The General Data Protection Regulation or GDPR, comes into effect as of **25th May 2018**. The aim of this legislation is to protect us all from privacy and data breaches within an increasingly data-driven world. We see it as a really positive thing as it gives you more control over who is holding and using your data. The main changes that GDPR brings are:

- **Increased scope** (it affects all organisations operating within the EU, irrespective of where they are based)
- **Increased penalties** for data breaches and non-compliance
- **Strengthening of consent** – i.e. providing you with clear information before you share your data and greater ease of unsubscribing
- **Easier access** to your data that is held by others

Against this background we (VISAV Ltd, the developers and operators of **Neighbourhood Alert**), have been liaising with all of our Police, Fire & Rescue, local authority and Neighbourhood Watch partners regarding the impact of GDPR on your use of the system.

The Neighbourhood Alert (Alert) system has the primary aim of “*getting the right information to the right people at the right time*” so that users can make informed decisions about staying safe.

The system has always operated with the highest levels of data compliance, is [Cyber Essentials Plus](#) accredited and its existing integrity met most of the

requirements of the new regulation years ago. To fully comply, improvements have been made to how new people register on the system and we need to make sure that you **understand and are happy with the organisations that can see your information**. In addition and to be sure that we are as transparent as possible, we now provide you with a live list of when your data is used.

## Who you share your data with currently.

We have a number of **licenced** organisations that we call **Information Providers** who can, if you give consent, see your information and send you messages. These are the Information Providers that can currently see your details:

**Action Fraud (NFIB)**  
**Business Link Nottinghamshire**  
**Crime and Drugs Partnership**  
**Crimestoppers**  
**Fire & Rescue Service**  
**Local Authority**  
**Mansfield Area Strategic Partnership**  
**Neighbourhood Watch**  
**Office of the Police & Crime Commissioner**  
**The Police**  
**Trading Standards**

## What do I need to do now?

It is really important that you **check the above list now** and, if you want to quickly remove any of these or even look at new ones that you could follow, please do **one** of the following:

- **Use the red "Settings" button** below (or the "Change your settings" link if you have plain email). This will enable you to update your details easily and without having to log in; you then confirm your changes by clicking a link in an email that will be instantly sent to you. \* **Recommended**
- **Log in** by clicking [here](#) and update your preferences in the Information Providers section. (Don't worry if you have forgotten your password, you can retrieve it.)
- **Contact us** by using the reply button below, calling our office on 0115 9245517 (Mon-Fri 8:30-17:30), or emailing [support@neighbourhoodalert.co.uk](mailto:support@neighbourhoodalert.co.uk) and detail any changes you would like us to make.

## Use of your data

In order to continue to be absolutely transparent and put you in control of how your data is used, we have added a new section to your secure Member Admin which

provides a real-time list of every time your data is accessed or used within the Alert system. To access this page, please login: [here](#) and look for the "Use of your data" page in the menu.

## Unsubscribe

We hope you won't, but if you wish to remove your details entirely from the system and from all Information Providers, please use the Unsubscribe link in the black section below, or click the settings button below and complete section 3.

## All the GDPR information

We have created a page that is full of information, links and new policies that you may find of interest. This includes the latest Privacy Policy, Data Controller responsibilities, security updates and much more. Click [here](#) to view our GDPR information page.

Please note, the **terms and conditions** for use of the system have also been updated to comply with the new regulation by mentioning GDPR. You can view these from the above page or by clicking [here](#).

## How do you know this is genuine?

I hope we have taught you to be cautious so this is a good question to ask. The answer in this case is that we hope you recognise the format of the email, the email address is as you would expect and this email is not "un-solicited". You will also note that we are not asking you for any new information, but simply confirming existing information. We also provide a UK landline telephone number that you are welcome to call (and check with directory enquiries). Finally, you can check the legitimacy of this or future messages by calling 101 but please bear in mind that those operators and systems are already exceptionally busy.

## Thank you

Thank you for your continued support and participation. Please be assured that we will continue to take every step to ensure that your data is safe, only used in accordance with your wishes and that we continue to be the largest, secure two way interface with Police and Public Services in the UK.

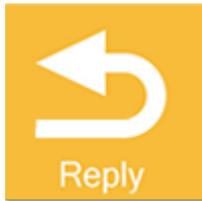
Best regards

### ***Message Sent By***

Mike Douglas (VISAV, Product Director, Global)

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To reply or forward this email please use the buttons below or these links: [Reply](#), [Rate](#), [Forward / Share](#).



To login to your account, [click here](#), To report a fault, [click here](#)



You are receiving this message because you are registered On Bulwell Community. Various organisations are licenced To send messages via this system, we call these organisations "Information Providers".

Please note that this message was sent by System Administrators and that System Administrators does not necessarily represent the views of Bulwell Community or other Information Providers who may send you messages via this system.

You can instantly review the messages you receive and configure which Information Providers can see your information by clicking [here](#), or you can [unsubscribe](#) completely, (you can also review our terms and conditions and Privacy Policy from these links).

This e-mail communication makes use of a "Clear Image" (gif) to track results of the e-mail campaign. If you wish to turn off this tracking for future e-mails, you can do so by not downloading the images in the e-mail itself.

## Voice Message Script

Message ID: 204615351

Hello, this is a GDPR notification from the Neighbourhood Alert, Police messaging system.

This is a call to let you know that you are registered on the Alerting system and to provide you with some options so you are informed regarding your data and how to come off the system if you so wish.

Your telephone number is registered on the system along with a name and address, however, we do not have an email address registered for your account.

The service is totally free, highly secure and not used for marketing purposes, it is for crime and safety alerts to keep you safe.

As we only have this telephone number registered and no email address, you will only be receiving the occasional message should an urgent issue occur.

You have a few options available right now, to tell us what you want to do please press number 3 on your telephone keypad at the end of this message and record your instructions in a reply as follows:

If you would like to be removed from this service entirely simply say "Unsubscribe" and we will remove all of your data.

To add your email address to your account and receive a link to more information and more regular police alerts please "spell" out your email address in your recorded reply.

If you wish to stay on the system, and not change anything, simply hang up now.

You can hear these options again by using the commands described in the message that follows this one.

Thank you for your ongoing participation, we hope you have found the service useful and are willing to provide your email address if you have one so we can deliver more frequent crime and safety information to you.

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## Text Message

GDPR: Your data is on the free Neighbourhood Alert system. Terms are at <https://mymsg.eu/4vlu>  
Reply "STOP" or provide your email address to enhance the service