



BEDFORD MENCAP Privacy Policy

At BEDFORD MENCAP we want everyone who joins our network, requests newsletters, information and attend clubs and events to understand and feel comfortable about how any information that you share with us will be looked after and used. This Privacy Policy explains the various ways we collect information and how we use and store it.

Who we are.

BEDFORD MENCAP Charity No 218689 is the local Mencap charity covering the Bedford Area and supports young people and their families who have a diagnosis of Learning Disability.

We are a “data controller” for the purposes of the EU General Data Protection Regulation 2016/679 and The Data Protection Act 1998. This means that we are responsible for deciding what personal information we need to collect from you, how we store it and how we will use it.

We hope that the information set out in the document will give you a better understanding of what we do with your data but if you have any questions please contact:

Val Pendall, Administrator, BEDFORD MENCAP Phone: 07973 859940 Email:

val.pendall@btopenworld.com

Privacy Promise

We promise to:

- Keep your data safe and private
- Not to sell your data
- Not to share with third parties without your specific permission

How we collect information about you

We collect information about you so that we can make sure we can contact and inform you in the most appropriate way and tailor the information and events we offer so that they continue to meet the needs of our members and contacts.

We collect information in various ways

- When you join as a member and fill in the registration form
- When you ask to receive a copy of our termly newsletter
- When you register to attend one of our social clubs or playschemes

- When you phone or email BEDFORD MENCAP to ask us a question, request information, provide us with information or make a complaint
- If you volunteer to be a committee member

Information we collect and why we use it.

The personal information we collect about you includes details such as your name, address, phone numbers, email address, individual needs and date of birth of your children. If you are a member of our 'bonus ball' scheme we also hold your bank account details for subscription and payments.

In the case of paid employees we hold your bank details for payment of salary/expenses.

We mainly use this information to do the following:

- Provide you with regular information about Bedford Mencap and other items that may be of interest to you.
- Contact you about a BEDFORD MENCAP event that you may be attending or have attended
- To keep a record of your membership of BEDFORD MENCAP

Legal basis for using your data

As well as our Privacy Promise your privacy is protected by law.

Data protection law says that we are allowed to use personal information only if we have a proper reason to do so. The law says we must have one or more of these reasons:

- To fulfil a contract we have with you, or
 - When it is our legal duty, or
 - When you consent to it, or
 - When it is in our legitimate interest
- A legitimate interest is when we have a business or commercial reason to use your information

Sharing your information

We will not share your information with a third party without your specific permission.

The exceptional circumstances that would lead to us sharing information without your consent would only be cases where we had to report our concerns about the safety of a child or vulnerable adult or we were legally required to provide information.

We also share limited information with our funders such as how many members we have but this never includes your individual personal information.

Keeping your information safe

Your personal information will be retained by BEDFORD MENCAP for as long as we have to by law. If there is no legal requirement we will only store it for as long as we need it.

You should be aware that communications over the internet (such as emails) aren't secure unless they have been encrypted. We can't accept responsibility for any unauthorised access or loss of personal information that is beyond our control.

We will keep all the personal information we gather about you until you decide you no longer want to be a member of BEDFORD MENCAP or for six months after the date of an event you attended/registered for.

We also hold some of the information in paper records which are kept secure in a locked filing cabinet. Other forms of data that we hold are kept secure using password protection on files and laptops.

The rights you have in respect of the information we hold and process

Under GDPR you have various rights in respect of the information we hold. These are listed below.

- **Access to your personal information:** You can access a copy of the information we hold about you, along with what information we use, why we use it, who we share it with and how long we keep it for. You can make this request free of charge by putting the request in writing and providing proof of your identity.
- **Right to Object:** If we are processing your personal information on the basis of a legitimate interest then you can object if there is a particular reason why you don't want us to do this.
- **Consent:** If we are relying on your consent to use personal information (for example to send you emails about our services) then you can withdraw consent at any time.
- **Rectification:** You can ask us to change or complete any information about you if it is inaccurate or incomplete.
- **Erasure:** You can ask us to delete your personal information where it is no longer appropriate for us to hold it.
- **Portability:** You can ask us to provide you with some of the personal information we hold about you in an electronic form so it can be easily transferred.
- **Restriction:** You can ask us to stop processing your data while we are acting on a request from you to delete your data or if you have objected to us processing it.
- **No automated-decision making:** You also have the right to object to automated decision making in certain circumstances. We don't carry out any automated decision making so we won't list the details of this right.

If you want to make any of the above requests then please contact Val Pendall on val.pendall@btopenworld.com or by phone on 07973 859940. If you are asking for us to provide you with copies of the data we hold about you, either in paper form or electronically, then we will need the request in writing and you will need to verify your identity. If you want to make a complaint about our use of your data, then please contact Val Pendall using the contact details above.

Policy approved: June 2018