

Privacy Policy

How we respect privacy when we deal with personal information collected by our organisation.

This Privacy Policy applies to information Dementia Support South Lincs collects about individuals who interact with our organisation. It explains what personal information we collect and store and how we use it.

If you have any comments or questions about this notice, feel free to contact us at info@dementiasupportsouthlincs.co.uk

1. Personal data that we process

You give us information by filling in forms either on our website or in person or by corresponding with us by post, phone, email or otherwise. It includes information you provide when for example you enquire or request our services, make a donation, volunteer or campaign for us.

Certain types of information are more sensitive and this will only be collected where necessary and with your consent; for example, we may need to collect health information from you when you register for an activity or event. Our purpose in requesting sensitive information is in order to be able to provide medical professionals with information in the event of an emergency.

The following table explains the types of data we collect and the legal basis, under current data protection legislation, on which this data is processed.

Purpose	Data (key elements)	Basis
Enquiring about our organisation and its work	Name, email, telephone number, message	Legitimate interests - it is necessary for us to read and store your message so that we can respond in the way that you would expect.
Becoming a beneficiary of our services or being the carer of a beneficiary	Name, email, telephone number (and telephone number of any third party carer or companion) and sometimes medical information.	Consent - you have given your active consent. It is of vital interest to be able to contact your next of kin or an appointed contact in case of any emergency relating to you.

Making a donation	Name, email, address, payment information	Legitimate interests - this information is necessary for us to fulfil your intention of donating money and your expectation of receiving a confirmation message.
Signing up to our newsletter	Name, address, email	Consent – you have given your active consent.
Being a supplier	Name, email, address and contact telephone number	Contract - by signing a contract you have entered into a contractual relationship with us as set out in the terms and conditions.
Website functionality	Website activity collected through cookies	Legitimate interests - it is necessary for us to store a small amount of information, usually through cookies, to deliver functionality that you would expect. See Section 4 – Cookies and Usage Tracking
Being a Trustee, Co-opted member and volunteer	Name, address, email, telephone number(s), DBS certificate (when requested).	Consent - you have given your active consent.
Attending an activity or event	Photographs	Consent – you have given your written consent.
Volunteering or campaigning	Name, email, telephone number.	Consent - you have given your active consent.

2. How we use and store your data

We will only use your data in a manner that is appropriate considering the basis on which that data was collected, as set out in the table at the top of this policy.

For example, we may use your personal information to:

- reply to enquiries you send to us;

- provide you with our services;
- handle donations or other transactions that you initiate;
- where you have specifically agreed to this, send you marketing communications by email or post relating to our work which we think may be of interest to you.
- Maintain our financial accounts and records, including data required to process Gift Aid claims.

We will hold your data on both a computerised system and on paper; this includes financial data. Photos are stored on Dementia Support South Lincs' electronic equipment and are only used for Facebook, Twitter and the newsletter. Any other use will require specific permission from you.

3. When we share your data

We never sell or share your personal information with other organisations for their own marketing purposes.

We will only pass your data to third parties in the following circumstances:

- you have provided your explicit consent for us to pass data to named third parties;
- for the purpose of sending newsletters to you relevant information will be sent to Buckles Solicitors LLP, who are required to abide by the requirements of Data Protection legislation and treat your information with the highest degree of care.
- we are using third parties for the purposes of processing and compiling data on our behalf and we have in place a data processing agreement with our third parties that fulfils our legal obligations in relation to the use of third party data processors.
- we are required by law to share your data.
- we believe it necessary to protect or defend our rights, property or the personal safety of our people, beneficiaries or visitors to our premises or website.
- In addition, we will only pass data to third parties outside of the EU where appropriate safeguards are in place as defined by Article 46 of the General Data Protection Regulation.

4. How long we keep your data

We take the principles of data minimisation and removal seriously. We only ever ask for the minimum amount of data for the associated purpose and delete that data promptly once it is no longer required or if you ask us to delete it.

The length of time the data will be kept depends on the reasons for which we are processing the data and the law or regulations that the information falls under, such as financial or Health & Safety regulations etc.

5. Rights you have over your data

You have a range of rights over your data, which include the following:

- Where data processing is based on consent, you may revoke this consent at any time.
- You have the right to ask for rectification and/or deletion of your information.
- You have the right of access to your information (“a data subject access request”).
- You have the right to lodge a complaint with the Information Commissioner if you feel your rights have been infringed.

A full summary of your legal rights over your data can be found on the Information Commissioner’s website here: <https://ico.org.uk/>

If you would like to access the rights listed above, or any other legal rights you have over your data under current legislation, please [get in touch](#) with us.

Please note that relying on some of these rights, such as the right to delete your data, will make it impossible for us to continue to deliver some services to you. However, where possible we will always try to allow the maximum access to your rights while continuing to deliver as many services to you as possible.

6. Cookies & usage tracking

A cookie is a small file of letters and numbers that is downloaded on to your computer when you visit a website. Cookies are used by many websites and can do a number of things, e.g. remembering your preferences, recording what you have put in your shopping basket and counting the number of people looking at a website.

Where cookies are used to collect personal data we list these purposes in section 1 above.

Analytics

We use some cookies that do not collect personal information to help us collect anonymous information about how people use our website. We use Google Analytics for this purpose. The information collected by Google Analytics about usage of our website is not personally identifiable. The data is collected anonymously, stored by Google and used by us to create reports about website usage. Google's privacy policy is available at <http://www.google.com/privacypolicy.html>.

Third Party Cookies

Our service providers use cookies and those cookies may be stored on your computer when you visit our website. Cookies do not typically contain any information that personally identifies a user.

- We use Virgin Moneygiving.com to receive donations. You can view the cookie policy of this website here: <https://uk.virginmoneygiving.com/giving/terms/cookie-usage-policy.jsp>
- Funds for our charity can be raised via the Give as you live website. You can view their privacy and cookie policy here: <https://www.giveasyoulive.com/privacy>
- We have Facebook pages to engage with our clients. You may view the Privacy policy of this service provider here: <https://www.facebook.com/business/gdpr>
- We have a Twitter account to deliver marketing messages and engage with our existing and prospective clients. You may view the Privacy policy of this service provider here: <https://help.twitter.com/en/rules-and-policies/update-privacy-policy>

Managing Cookies

Blocking cookies may have a negative impact on your browsing experience and you may not be able to use certain features on the site. If you do wish to block cookies please see your browser settings or take a look at the [About Cookies website](#) that offers guidance for all modern browsers.

7. Modifications

We may modify this Privacy Policy from time to time and will publish the most current version on our website. If a modification meaningfully has an impact on your rights, we'll notify people whose personal data we hold and how it is affected and/or affects them.

8. Contact details

Dementia Support South Lincs
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Dementia Support South Lincs is a registered charity, number 1162277.