

This privacy notice (sometimes known as “Data Protection Policy”) tells you what to expect us to do with your personal information.

- Contact details
- What information we collect, use, and why
- Lawful bases and data protection rights
- Where we get personal information from
- How long we keep information
- Who we share information with
- How to complain

Contact details

Email: bansuffolk@gmail.com

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
- Pronoun preferences
- Addresses
- Date of birth
- Emergency contact details

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- Photographs or video recordings
- Service use history
- Health information (including medical conditions, test results, allergies, medical requirements and medical history)
- Information about care needs (including disabilities, home conditions, dietary requirements and general care provisions)
- Information relating to compliments or complaints

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

- Health information

We collect or use the following information to receive donations or funding and organise fundraising activities:

- Names and contact details
- Addresses
- Donation history

We collect or use the following personal information to comply with legal requirements:

- Name
- Contact information
- Health and safety information

We also collect or use the following information to comply with legal requirements:

- Health information

We collect or use the following personal information for recruitment purposes:

- Contact details (e.g. name, address, telephone number or personal email address)
- Date of birth

We also collect or use the following information for recruitment purposes:

- Health information

We collect or use the following personal information for dealing with queries, complaints or claims:

- Names and contact details
- Address
- Purchase or service history
- Video recordings of public areas
- Information relating to health and safety (including incident investigation details and reports and accident book records)

We also collect or use the following information for dealing with queries, complaints or claims:

- 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 in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

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- **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. [You can read more about this right here.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

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:

- 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:

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- We request feedback from every client after each session, and we may take still or video images during sessions (or training), in order to improve our service and to advertise our provision to the community. We also collect health related information from clients and volunteers such that we can allocate safe and enjoyable equipment and activities to them, and in order to ensure we can respond to any Health, Safety or First Aid incident occurring during any activity associated with our provision.

Our lawful bases for collecting or using personal information to receive donations or funding and 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. Our legitimate interests are:
 - We prefer to acknowledge any donation that an individual or organisation makes to us (unless they request us not to). It expresses our gratitude to them and allows them to show their support for our cause and to the community.

Our lawful bases for collecting or using personal information to comply with legal requirements are:

- 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:
 - We need to be able to show that we are delivering a service to vulnerable adults and apply safeguarding requirements correctly, which is a legal requirement

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

- 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:
 - We need to be able to show that our volunteers wellbeing is important and that we have awareness of any limitations they may have while conducting our activities. We also need to gather information to enable compliance with our safeguarding commitments.

Our lawful bases for collecting or using personal information for dealing with queries, complaints or claims are:

- **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:
 - When handling any complaint or incident, we need to be able to record certain personal information (whether in an accident book or otherwise) to show that we are fair to both clients and volunteers, and that we optimise our learning to avoid reoccurrence

Where we get personal information from

- Directly from you
- Family members or carers

How long we keep information

For all clients and volunteers, we shall hold personal information for a period not exceeding 2 years from the most recent attendance or interaction between them and

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BANS. If at any time a request is made by an individual or organisation to remove personal information, this will be completed within 4 weeks of that notification.

Who we share information with

Others we share personal information with

- Organisations we need to share information with for safeguarding reasons

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>

Roles and Responsibilities

The Trustees of BANS will keep this Privacy Notice under review

Review of this document: Secretary
Approval: Committee and Trustees
Next document review 02/10/2027



M. GEORGE
2/10/24



A. Earl
2/10/24