



PRIVACY POLICY

Introduction

Local families with bleeding disorders (“LFWBD”) is committed to protecting your privacy and security by ensuring that any personal data (i.e. any information which identifies you or which can be identified as relating to you personally) we hold about you or your child is protected in accordance with data protection laws (<https://www.gov.uk/data-protection>) and is used in line with your expectations. This privacy notice explains what personal data we collect, why we collect it, how we use it and how we protect it.

For the purposes of data protection law, LFWBD will be the Controller.

What personal data do we collect?

We collect personal data about you and your child to provide updates to our services and details about events which are applicable to your family including: your name and your child’s/ children’s name(s), address, telephone number, e-mail address, date of birth, health and medical needs, donations made, events attended.

How is information collected?

Your activities and involvement with LFWBD will result in personal data being created. This could include details of how you have helped us by volunteering or making a donation or by attending an event or signing up to our database or Facebook group.

This information will be collected from when you join our database, in emails you send to our charity email address and, information provided when you register to attend our events. We may also collect information from you regarding DLA benefits you are in receipt of if it means we are able to gain discounts for tickets to events and if it is acceptable to you to provide.

Why do we collect this information and what is the legal basis for handling your data?

We use personal data about you and your child in order to provide support services. We use data collected about any DLA benefit in order to secure subsidised entrance fees for events

What do we use this data for?

We use your personal data to keep you updated with information about our services including events, fundraising opportunities and volunteering opportunities.

We may also take photos and videos at our events that will be shared on our social media platforms to promote our events. If we do, you will always be asked to consent to photos being taken and shared when you register for the event. You will have the opportunity to withdraw your consent at any time for images taken by confirming so in writing.

We have a legal obligation to process safeguarding related data about you/your child. LFWBD do have Safe Guarding Policy that you may wish to read.

We will never sell your personal data and will only ever share it with organisations we work with where necessary and if its privacy and security are guaranteed.

What is the legal basis for processing your personal data?

For most of the personal data we hold, our legal basis for processing it is the contract or implied contract between us and you. For example, if you are a member, then we hold the data we need to fulfil our obligation to provide member services. We also ask for explicit consent to hold personal data, in particular more sensitive data which relates to health and diagnosis, for example, food allergies if you were attending one of our events. Processing of your data is necessary for the legitimate interests of LFWBD to ensure we can provide a reliable and targeted support service for our members.

When you sign up to our database, you will be added to our mailing list and contacted when we have news, fundraising or volunteering opportunities and updates of events to inform you about.

When you receive a communication, we may collect information about your response or interact with you about that communication.

If you decide you no longer wish to receive communications from Local families with bleeding disorders, please contact us at info@bleeding-disorders.co.uk and we will remove you from our database.

Will you send out a newsletter using my email address?

Yes, we will aim to send an annual newsletter in December each year using your email address.

What happens if someone posts inappropriate content to our social media platforms?

If you post or send content that we believe to be inappropriate, offensive or in breach of any laws, such as defamatory content on our forums or social media pages, we may use your personal information to inform relevant third parties such as your internet provider or enforcement agencies.

How do we protect and store information?

We employ a variety of physical and technical measure to keep your data safe and to prevent unauthorised access to information (using both physical and electronic means). Our trustees and committee members are aware of Data privacy laws.

Our operations are based in the UK and we store our data within the European Union.

How long is your information stored for?

We will only use and store information for so long as it is required and for the purposes it was collected for. If you ask us to stop storing your information, this will be addressed within 14 days of your request. We continually review the information we hold and delete what is no longer required. We never store payment card information or bank details.

Do we use cookies?

Cookies are small text files that are automatically placed onto your device by some websites that you visit. They are widely used to improve the performance of a website or saving different options to provide website owners with information on how the site is being used.

We use cookies to enhance to experience of the websites, to increase the performance, to identify how the website is being used and where we can make improvements. Some of our cookies are vital for the websites to operate effectively and others are optional, but may decrease the usability or performance of the website.

Our website contains links to other websites. We are not responsible for the content or functionality of any of those external websites. If an external website asks you for personal information, we suggest you read their privacy policy before providing any personal information.

What are your rights with respect to your data?

You can request to access, amend, remove or correct your/your child's/children's personal data at any time.

You have the right to have inaccurate data rectified.

You have the right to confirmation as to whether or not we have your personal data and if we do, to obtain a copy of the personal information we hold (this is known as subject right access).

You can request that we delete or stop processing your/your child's personal data, for example where the data is no longer necessary for the purposes of processing; and request that we transfer your, and your child's, personal data to another person

If you wish to exercise any of these rights at any time or if you have any questions, comments or concerns about this privacy notice, or how we handle your data please contact us at info@bleeding-disorders.co.uk. Though we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

If you continue to have concerns about the way your data is handled and remain dissatisfied after raising your concern with us, you have the right to complain to the Information Commissioner Office (ICO). The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk

We will amend this privacy policy annually, or sooner if changes in the law arise, to ensure it remains up to date and accurately reflects how and why we use your personal data. The current version of our privacy policy will always be posted on our website

Please keep in mind that there are exceptions to the rights above.