

Privacy Notice for Donors and Friends at Headway Devon

Who is collecting your personal data?

Headway Devon collects the personal data of individuals and organisations who support the work of Headway Devon through donations. We will ensure that the data give us is processed in line with our organisation's Data Protection Policies and in line with your rights under the Data Protection Act 2017 and the EU General Data Protection Regulations. Should you wish to find out more about our Data Protection Policies please contact our Data Protection Lead, Ruth Wells, by calling 01392 211822 or emailing ruth@headwaydevon.org.uk. If you need this information in another form please let a member of staff know.

Why are we collecting your personal data?

As a donor, we need to hold your personal data on our database such as your name, address, contact and any organisation details. This information is used for accounting purposes, so that we can thank you and ensure that we follow your wishes in regards to your donation.

How we store your information

This information is held in a password protected database which is stored on a secure server in our central office. In addition to our electronic records, we also hold photocopies of letters and donation forms in a secure cabinet. These files contain a manual record of your support and are for the convenience of our staff should we be unable to access the database in instances such a power cut, as well as to meet the requirements of auditors.

How long will we hold your personal data?

Your data will be held for the financial year in which the donation or support is given plus seven further years. Once the retention period has elapsed, we will ensure that any personal information is destroyed by secure means, i.e. by shredding, pulping or burning.

Our legal basis for holding your information

It is necessary for Headway Devon to hold this information so that we can meet our legal responsibilities for accountancy. In addition we would like to ask to store photographs or videos of you and make contact with you about other campaigns and events we may hold in the future. In this case we are asking for your explicit consent. Unless you freely give this consent we will not hold this information.

Who we will share your personal data with?

Your data will not be shared with anyone outside of our organisation without your specific agreement. We share your information with software providers (e.g. the provider of our database) but ensure through strict data sharing agreements that they are responsible and legally compliant with your data.

We would never sell your data to any third parties.

Your rights

You have the right to apply to us for a copy of the personal data being held and after we have confirmed your identity, we have up to one calendar month to get this information to you. We have

the right to make a 'reasonable' charge for requests that are manifestly unfounded, excessive or repetitive.

You also have the right to instruct us to amend information that is incorrect and we must act within one month.

You have the right to request we erase your data and then we will investigate whether we can do so legally. If we are unable to do so we will inform you or we will erase your data within one month.

You have the right to ask us not to use your data. If we are unable to do so we will inform you.

You have the right to complain about the data that we hold and the way we hold and use that data.

Your right to complain

In the event that you wish to complain about the way that your personal data has been handled by Headway Devon, you should write to the Data Protection Lead and clearly outline your case.

Ruth Wells, Data Protection Lead, The X Centre, Commercial Road, Exeter. EX2 4AD. Your complaint will then be investigated in accordance with our Complaints Procedure. If you remain dissatisfied with the way your personal data has been handled, you may refer the matter to the Information Commissioner's Office at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email casework@ico.org.uk.

Consent form

We would like to ask your explicit consent to contact you in the future about our work, campaigns and events. We wish to maintain a relationship with you and invite you to events where we can express our gratitude and show you what a difference your donation has made. There will be instances at Headway Devon when photographs and video footage will be taken of donors and friends and sometimes film or videos made by the Press or television companies. Some of these images will be used for teaching, publicity and fundraising purposes and some may be uploaded onto "YouTube".

It is often quite likely that other supporters, staff members, volunteers and clients who are not the intended subject will feature in this footage.

It is important that we are able to protect your anonymity if you so wish, but equally important that we have your agreement to the publication / release of pictures or film if you should appear in them. Therefore we ask that you signify below your approval for the publication of such items if you are content to do so or alternatively to indicate your wish not to have them published.

We have to have your permission to take photographs or videos and keep in contact with you. You have the right to change your mind at any time. We will then make every effort to destroy anything that we have taken although if items have been published externally we may not be in control.

As a result, I would like to ask you to confirm that you agree for us to use and hold photographic and video images of you.

I..... **(name of individual)**

Please tick as appropriate:

- 1) Agree to my personal data being stored and retained by Headway Devon as described in the communication entitled **Consent form** :
- 2) I am willing to be added to the event mailing list for news, events and campaigns :
- 3) I am willing for any photo / film of me to be published or shown :

Signed:

Date:

Company (if applicable):