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Privacy Policy

General Data Protection Regulations

On 25th May 2018 the General Data Protection Regulation (GDPR) came into effect. It represents the biggest change in data protection laws for 20 years, bringing in a new set of rules laid down by the European Commission (EC), which govern the privacy and security of personal data, giving European citizens greater control over their personal data.

The EC defines 'personal data' as any information that can be used to indirectly identify an individual and GDPR compliance places certain, essential requirements on organisations that collect personal data, including Living with Aphasia:

- We need to obtain informed consent from an individual before collecting, storing, or using their personal data.
- The individual from whom we collect data has the right to withdraw consent and to be forgotten.
- The data we collect must be minimized, accurate, and portable.
- We have specific obligations if the data we store is ever breached.

Living with Aphasia's privacy notice sets out how we will meet GDPR requirements

Our privacy notice

Living with Aphasia takes your privacy very seriously. We are committed to total transparency and to protecting all information that we hold about you. This privacy notice explains:

- how we keep your personal information safe,
- your privacy rights,
- your legal protections.

The purpose of our privacy notice

Our privacy notice outlines what information we collect about you, how we use it and how long we will keep it. For example, if you provide us with personal information when using a service, participate in an event, raise funds for us etc.

Whenever we collect your personal details, there is always a reason for doing so. We will only ever ask you for sensitive personal data, such as information about your health, if it is reasonable to do so, which we will explain to you.

If you have any questions about our privacy declaration, please get in touch with us.

What is personal information?

Personal information is any that we collect about you from which you can be identified. For example, information that we collect that helps us to provide services to people affected by aphasia or helps us to understand the people who support us in our activities. We aim to collect only what is necessary, such as:

- Your full name, date of birth, gender, address, email address (if you have one), and phone number.



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- Information about any donations, Gift Aid or events in which you have participated, any services in which you are interested, other interests, preferences, feedback and survey responses etc.
- Any health information necessary for providing services for people affected by aphasia or that's needed to minimise risks to your health if, for example, you participate in events.
- Your preferences about what and how you might wish to receive information from us about services, activities, fundraising etc.

What if you don't want to share personal information with us?

In short, you don't have to. We will only keep any personal information that we are required to keep in order to meet legal or tax and accounting requirements.

What if something changes?

Obviously, it makes sense to ensure that any personal information that we hold about you is accurate and up-to-date, so please tell us if anything changes, which you can do easily by getting in touch with us.

How we collect your personal information

We collect personal information about your identity, contact details, your health etc. in different ways. For example, you may give us information by completing a form, by post, phone, email etc., or you may provide it when you:

- request a service
- donate some money
- sign up for an event
- give us feedback on what we do

The legal basis for using your personal information will depend on the circumstances in which we collect and use it but, in most cases, it will be because:

- you have given us your consent to use your personal information in a certain way
- it's necessary to carry out because of something that we've agreed with you
- we need to do something to comply with a legal obligation
- it's in our legitimate interests to do so, for example, to enable us to provide you with the best support and services possible.

How we use your personal information

We will only use your personal information when it is legal to do so and we will never share information about you without your expressed consent. Examples of some of the main reasons why we might need to use your personal information are:

When we provide a service to you

If you engage with any Living with Aphasia services and support we use your personal information to:

- provide you with information and support, such as about our events and group activities
- contact or provide your nominated carer/s, next of kin or emergency contacts with relevant information and support



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- comply with our legal obligations, such as safeguarding duties
- provide you with information about how you can get involved through volunteering, campaigning, donating or fundraising for us, but only if you have given us your consent. We will only ever give you information that you have asked for or agreed to. You decide how you want us to contact you. You can also update or amend this information at any time, as well as tell us to stop giving you information.

We will never use your personal information to send you information if you have told us that you do not want to be contacted by us for such purposes.

When you provide something for us

If, for example, you are a donor or supporter, we may use your personal information to:

- provide services or information that you have asked for
- support your fundraising activities
- receive and process any donations that you wish to make
- support you as a volunteer
- manage our relationship with grant-giving trusts and other funding bodies
- manage events or surveys in which you have taken part and to provide you with relevant updates

Website cookies and links to other websites

Cookies are small files stored on a user's computer. They are designed to hold a modest amount of data specific to an individual's use of a website. Please note, this does not include any of your personal data.

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly.

When visiting the Living with Aphasia website users may follow links to other websites. It is important to note that some websites allow third parties to collect and/or share personal information about users. If you leave our website via a link to another website we recommend that you read its privacy notice, over which we have no control and for which we are not responsible.

Securing your personal information

We take steps to ensure that any personal information that we hold about you is stored securely and can't be lost, used without your authorisation, changed or made available to anyone else. In the unlikely event of a suspected personal data breach, however, we will let you and any regulator know subject to relevant legal requirements.

How long we will use personal information for

This may depend on the reasons that you gave it to us and on any agreement that we made to complete a particular activity, but we will only keep your personal information for as long as is necessary. This may include meeting any accounting, reporting or legal obligations.



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Legal rights

You have a legal right to:

- request access to any personal information that we hold about you
- receive a copy of any such personal information
- check that we are processing any such information lawfully
- request that we correct any incomplete or inaccurate information
- request that we destroy personal information if there is no longer a valid reason for it to be retained. Although we will always do so if possible, there may sometimes be legal reasons that prohibit us from doing so. If this is the case, we will let you know at the time you make a request.
- request that we limit or restrict processing of your personal information if, for example, you think that information is incorrect or if it is being used unlawfully but you do not necessarily want us to destroy it. In certain circumstances you may request that we retain information that we do not need if you need it to establish, exercise or defend a legal claim. We reserve the right to retain information to which you object for the minimum, reasonable time that is necessary for us to ascertain that we have legitimate grounds to do so.
- request the transfer of your personal information to you or a third party.
- withdraw previously given consent for us to process your personal information.

If you would like to make a request, please contact us (see below).

It is worth noting that you also have the right to submit a complaint to the Information Commissioner's Office (ICO). As the UK authority for data protection issues, the ICO upholds information rights in the public interest. Before making a complaint, however, we suggest that you contact us about any concerns that you have, which may be addressed easily and to your satisfaction, making formal escalation unnecessary.

Living with Aphasia will not apply a financial charge if you make a request to access your personal information, or indeed to exercise any legal rights that you have. In the unlikely event of clearly vexatious, repetitive or excessive requests, however, we reserve the right to either impose a reasonable charge or, in rare circumstances, to decline a request.

We endeavour to respond to all legitimate requests within one month. If this is not possible, for example, if the request is particularly complex, we will let you know and explain why.

Contacting Living with Aphasia

Our full details and contact information are:

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| Our full legal name | Living with Aphasia |
| Person responsible for data protection | Barbara Chalk |
| Email address | barbara@livingwithaphasia.org |
| Postal address | 11 West Ave, Exeter, Devon EX4 4SD |
| Phone number | 0791 232 0372 |



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Monitoring and Review

The Trustees will review the operation of this policy every two years. The chair of the trustees has the responsibility to ensure that this is completed.

Our privacy policy was last updated on 25.10.20.