

Reading Mencap Privacy Policy

Our contact details

Name: Reading Mencap

Address: 21 Alexandra Road, Reading, RG1 5PE

Phone Number: 0118 966 2518

Website: www.readingmencap.org.uk

Email: office@readingmencap.org.uk

Our registered charity number is 1118287. Reading Mencap is registered as a data controller with the Information Commissioner's Office (ICO) under the Data Protection Act and our registration number is ZA204495.

This Privacy Notice helps you to understand how we use your personal information, who we share it with and the rights that you have.

This Privacy Policy is dated August 2021. Reading Mencap reserve the right to update/amend this Policy at any time.

The type of personal information we collect

We currently collect and process, with your permission, the following information:

- Personal identifiers (for example, name, title, telephone number, postal address, email address)
- Photographs
- Medical Information
- Educational Information

Sometimes we may ask you for more sensitive personal information (for example, about your health or finances). This will also be only with your permission.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- So that we may best help support you through one of our services (for example, our Day Activity Service or our Family Adviser service)
- To sign up to an event
- To make a donation
- To make contact with us through social media

When we collect personal information from you, we will request your consent and provide you with privacy information (Data Consent) at the time we obtain it.

We also receive personal information indirectly, from the following sources in the following scenarios:

- We may receive personal information from third parties (for example, other advice providers, medical/care professionals, Social Care, Education) but only when you have provided them with permission to share your information with us

The information we receive will be stored securely as detailed below.

We use the information that you have given us in order to:

- Best help support you through one of our services (for example our Day Activity Service or our Family Adviser service), and to ascertain whether help from other advice providers, medical/care professionals, Social Care, Education is required and would be of benefit to you
- Stay in touch with you and issue communications relevant to you – if you have chosen to receive them

With your permission we may share your information in order to refer you to other organisations/professionals (for example, Medical, Social Care, Education, Care providers).

Under the General Data Protection Regulation (GDPR), the lawful basis we rely on for processing this information is:

- **Your consent** - You can remove your consent at any time. You can do this by contacting; The Office Manager, Reading Mencap, 21 Alexandra Road, Reading, RG1 5PE. Email: – officemanager@readingmencap.org.uk
- **We have a legitimate interest** – generally this is to provide you with the best support in the most appropriate way

How we store your personal information

Your information is securely stored on our electronic Customer Relationship Management (CRM) system, accessed only by authorised employees of Reading Mencap. Paper copies of your information may also be stored securely by Reading Mencap.

We keep information for the following time periods:

- If you receive support from one of our services, we keep your personal information for seven years after you last received support from us
- Details of any financial transactions (for example, Membership, Donations, Fundraising) will be kept for seven years after annual financial audit. We do not store card payment details.
- If you ask us to stop sending emails relevant to you, we will no longer store your email for these purposes
- Volunteer Contact Information will be kept for two years after volunteering

Your Data Protection Rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

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, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

If you wish to make a request please contact us at:

The Office Manager, Reading Mencap, 21 Alexandra Road, Reading, RG1 5PE. Telephone: 0118 966 2518. Email: officemanager@readingmencap.org.uk

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at: The Office Manager, Reading Mencap, 21 Alexandra Road, Reading, RG1 5PE. Telephone: 0118 966 2518. Email: officemanager@readingmencap.org.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>