

TIBBS DEMENTIA FOUNDATION

PRIVACY POLICY



1. Introduction

Tibbs Dementia Foundation (TDF) Registered Charity Number 1166596 is committed to protecting your privacy and security and to make sure all the personal details we hold about you are safe and held fairly. This policy tells you how we do this whether you use our services, are a team member, volunteer, supporter, or someone who likes to keep up to date with the work we do including professional contacts and the general public.

Data protection principles

We will comply with data protection law. This says that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way;
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes;
3. Relevant to the purposes we have told you about and limited only to those purposes;
4. Accurate and kept up to date;
5. Kept only as long as necessary for the purposes we have told you about;
6. Kept securely.

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.

We are, what is known as, a data controller. This means we have control over how your details are used and who we pass them to.

If you have any questions in relation to this policy or how we use your personal data please contact the Chief Executive Officer, Tibbs Dementia Foundation, 5 Lansdowne Road, Bedford, MK40 2BY.

Email: contact@tibbsdementia.co.uk or Phone: 01234 210993.

2. Why we collect information about you

We collect data you provide to us in order to carry out our services and activities and to provide the best services and opportunities we can.

- If you are a family carer, person with memory loss or dementia, we need to be able to contact you, and have some information about your caring role or condition, in order to deliver our services to you;
- We also need to hold some personal information about clients accessing our services to fulfil our legal obligations to the organisations who fund our work;
- If you are or would like to be a volunteer, we need to know where you live and how to contact you and support you in your volunteering;
- If you are a staff member or contractor, we need to hold some personal data in order to fulfil our contractual obligation to you.

Failure to provide us with the necessary personal information may result in us being unable to provide you with a service or activity. The reasons for this will be explained to you.

3. What Information we collect

Personal data you provide

We collect data you provide to us and this includes information you give when you join us or communicate with us. For example:

- personal details (name, date of birth, email, address, telephone etc.);
- contact details of the person you support or are supported by;
- financial information regarding gift-aid;
- medical and next of kin information when you attend an event, when this is necessary to ensure your safety and wellbeing whilst attending our services and activities.

Specials categories of personal data

Tibbs Dementia Foundation obtains and processes Special Category Data only where fully justified, including in the following situations:

- where it is appropriate to carry out diversity monitoring, with the explicit consent of the data subjects;
- where the medical diagnosis or condition of an individual client is pertinent or essential for the delivery of the charity's routine activities;
- for staff, volunteers or contractors: information about health, including any medical condition, health and sickness records;
- for staff, volunteers or contractors: information about criminal convictions and offences;
- in case of an accident taking place during our activities: under this circumstance we may be required to share this data with statutory authorities.

We will also ask you for personal information such as your ethnic background, and your working status, but this information will only be held with your explicit consent. The purpose for collecting this information is for monitoring to help us ensure that our services are fair and fully accessible reflecting the community we serve, and to help us to develop our services. If you choose not to provide this detail it will not preclude you from attending and accessing our services.

Information about a third party

If you provide information about a third party such as emergency contact details we will need to confirm that they are aware of this, the personal information that we hold and their rights under data protection legislation.

Information from third parties

We sometimes receive personal data about individuals from third parties. For example, if we receive a referral from another agency. This will usually have taken place with your consent.

If you have supported Tibbs Dementia Foundation your information may be shared with us by independent third parties when you have given your consent for example, Justgiving or MailChimp (if you have signed up to receive our newsletter). You should check their Privacy Policy when you provide your information to understand fully how they will process your data.

We may collect information from social media where you have given us permission to do so, or if you post on one of our social media pages such as Facebook.

Staff, contractors and volunteers

We may collect extra information about you (e.g. references, criminal records checks, details of emergency contacts, medical conditions etc.). This information will be retained for legal reasons, to protect us and you (including in the event of an insurance or legal claim) and for safeguarding purposes.

4. How We Use Information

We will only ever use your personal information for the purpose it was collected. This includes:

- maintaining databases of our clients, volunteers, suppliers, members and supporters;
- performing our obligations under contracts;
- fulfilling orders for goods or services (whether placed online, over the phone or in person);
- helping us respect your choices and preferences (e.g. if you ask not to receive specific materials, we'll keep a record of this).

We collect information about you in order to:

People with dementia and family carers:

- provide information, and support to you to use our services fully, safely and in a way relevant to you;
- if you have requested it, send you our newsletter, providing useful information about dementia and our services and activities;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- inform our future service development to ensure that these are fully accessible;
- provide anonymised monitoring information to our funders to demonstrate the take up and effectiveness of services.

You may indicate how you would prefer to hear from us about our services. You may change your preferred communication method at any time.

Volunteers

- to keep you up to date with our services and activities through our team newsletter;
- to keep you up to date with relevant dementia information through our newsletter;
- keep you up to date with volunteering opportunities;
- seek your views on your volunteering experience;
- notify you of changes to our services.

Donors and supporters

- receive and process donations (e.g. direct debits or gift-aid instructions);
- fulfil our obligations to The Charity Commission and HMRC.

Staff and suppliers

- check your legal entitlement to work in the UK;
- paying you, and if you are an employee, deducting tax and National Insurance;
- liaising with a pension provider;
- administering the contract we have entered in with you.

We do not use automated decision making or profiling.

Anonymised data

We aggregate and anonymise personal data so that it can no longer be linked to any particular person. This information is usually used to report to funding bodies on our charitable activities. This information also helps inform our actions and improve our services.

5. Disclosing and Sharing Data

We will **never** sell or rent your personal data. If you have opted-in to receive our newsletter, you may receive within this information about relevant third party products and other local services and events that may be of interest to you. You can unsubscribe to the newsletter at any time and this will not affect the service you receive from us.

We work closely with other local organisations supporting people with dementia such as ELFT (The Memory Clinic), Carer's in Bedfordshire and Alzheimer's Society. We may share information with them but only when necessary, in consultation with you and for the purposes that you have provided the data to us.

6. Marketing

In order for us to promote and develop our services and activities we need to use a certain amount of marketing. In order to inform you of other services and support that may be of relevance and helpful to you we need to market these to you. We therefore use marketing to inform you of

- the services and activities of Tibbs Dementia Foundation;
- the services and activities of other relevant agencies and products;
- volunteering and job opportunities within the organisation;
- fundraising events, awareness-raising events and other activities that might be of relevance and interest.

We ask for your explicit consent to receive communications about topics such as these. This is called "opt-in". You have the choice as to whether you want to receive this information which is delivered through our newsletter. Our newsletter uses the MailChimp platform and you can choose to unsubscribe at any time easily by clicking the unsubscribe button at the bottom of the newsletter.

You can decide not to receive marketing communications or change how we contact you at any time.

7. How we protect data

We employ a variety of physical and technical measures to keep your data safe and to prevent unauthorised access to, or use or disclosure of your personal information.

Electronic data and databases are stored on secure computer systems and we control who has access to information.

All electronic forms that process personal data are encrypted.

Payment security

If you use a debit or credit card to donate or to purchase a product or service we will only collect the relevant payment information needed for the transaction. We will not request pin numbers or bank security information.

8. Storage

Where we store information

The information you share with us is stored safely, with information stored on paper securely locked with access granted only to those who need this information in order to provide the best service possible to you.

Your information is also held on our computerised data base and this is encrypted with limited access.

How long we store information

We will store information for no longer than is necessary for us to deliver our services to you or required for statutory purposes.

9. Keeping you in Control

We want to ensure you remain in control of your personal data. Part of this is making sure you understand your legal rights, which are as follows:

- 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 access request);
- the right to have your data erased (though this will not apply where it is necessary for us to continue to use the data for a lawful reason);
- the right to have inaccurate data rectified;
- the right to object to your data being used for marketing or analysis.

Please keep in mind that there are exceptions to the rights above and, although we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

If you would like further information on your rights or wish to exercise them, please write to our Chief Executive Officer, Tibbs Dementia Foundation, 5 Lansdowne Road, Bedford, MK40 2BY.

Complaints

You can complain to Tibbs Dementia Foundation directly by contacting our Chief Executive Officer using the details set out above.

If you are not happy with our response, or you believe that your data protection or privacy rights have been infringed, you can complain to the UK Information Commissioner's Office which regulates and enforces data protection law in the UK. Details of how to do this can be found at www.ico.org.uk

10. Cookies and Links to other Sites

Cookies

'Cookies' are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

For further information visit www.aboutcookies.org or www.allaboutcookies.org

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However in a few cases some of our website features may not function as expected.

Links to other sites

Our websites contain hyperlinks to many other websites. We are not responsible for the content or functionality of any of those external websites. If an external website requests personal information from you, the information you provide will not be covered by Tibbs Dementia Foundation Data Protection Policy. We suggest you read the privacy policy of any website before providing any personal information.

Social Media Sites

We use Facebook and Twitter although this policy covers how we will use any data collected from those pages, it does not cover how the providers of social media websites will use your information. Please ensure you read the privacy policy of the social media website before sharing data and make use of the privacy settings and reporting mechanisms to control how your data is used.

11. Changes to this Privacy Policy

Our Board of Trustees will review our Privacy Policy regularly 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 and accessible in a hard copy upon request.

23 May 2018