

**Downright Perfect (1200893)
Privacy Policy**

Our contact details

Downright Perfect (registered charity number 1200893)
38 Russel Road
Bournemouth
Dorset
BH10 7HD
07792219250
hello@downrightperfect.org

The type of personal information we collect

We currently collect and process the following information:

- Parent(s)/carer's name
- Child's name and age
- Sibling(s) name and age(s)
- Address, email, telephone number
- Medical information

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:

- To enable us to support you, your family and child in accordance with our charity objectives
- When applying for funding or a financial grant
- When asking to be referred for therapy services and making payment for the same
- When booking or signing up to attend an event

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

- Therapy and support services who may refer you to us or make us aware that you may wish to receive support from us
- Other local charities, organisations or businesses who make us aware of families who would be eligible to benefit from our services.

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

- To review and tailor our services in accordance with the demographic of the children and families we are supporting
- To enable us to support you, your family and child in accordance with our charity objectives
- To review and process applications for funding / grants
- To organise events
- To process requests to attend events
- To organise individual or group therapy sessions
- Inform you about events or services that you would be eligible to benefit from or attend
- Inform you about events or services provided by third parties which you would/may be eligible to benefit from
- Send you vouchers or gifts

We may share this information with your chosen therapy providers when organising therapy funding.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting hello@downrightperfect.org.

We process the following information relying upon your consent: information you provide to us in response to a survey, event booking forms, enquiries or grant applications including names, age, address, sibling details, dietary requirements

(c) Legal obligation

We process the following information when we are under a legal obligation to do so: Incident / Accident forms, Trustee details.

Date: 21/05/2023

(f) We have a legitimate interest.

There is a legitimate interest for both you and Downright Perfect in us processing your data to enable us to properly support you in accordance with our objects as per our constitution. We process the following information relying upon a 'legitimate interest'; event booking details, members database, invoices, complaint records, event attendee logs, volunteer records, volunteer agreements, central DBS records, correspondence, trustee details and meeting minutes. These will include, names, addresses, email addresses, telephone numbers, sibling information, dietary requirements.

We have assessed that there is little loss of personal privacy when we rely on this lawful basis for processing your data as it is to provide the best support we can that you have requested by being part of Downright Perfect and any loss of privacy is balanced against your rights and interests.

Medical information

In view of the nature and objects of Downright Perfect, it is inherent in our work that we will process medical/health information which is a special category of data. To process this data we rely upon the exception to the UK GDPR general prohibition on processing special category for not-for-profit bodies.

How we store your personal information

Your information is securely stored. Documents containing personal data are password protected and only accessible to trustees and volunteers with delegated permissions.

We keep data regarding the families and children accessing our services for the period that they are eligible to receive support plus 2 years. We will then dispose your information by securely deleting it.

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.

Please contact us at hello@downrightperfect.org, Downright Perfect, 38 Russel Road, Bournemouth, Dorset, BH10 7HD if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at hello@downrightperfect.org, Downright Perfect, 38 Russel Road, Bournemouth, Dorset, BH10 7HD. 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>

This policy will be reviewed every two years

Date 31/05/2023

Signature (Chair)



Date: 21/05/2023