**LEICESTERSHIRE MS THERAPY CENTRE**

Privacy Policy v.1 06/04/2020

The GDPR 2018 guidelines have set a high standard for consent. By receiving consent well; will put the member in control of how we obtain and store their data and build their trust.

Consent means offering a genuine choice and control. Consent requires a positive opt-in - opt out system. Members may opt in or out at any time.

If members have opted in and wish to opt out they would need to inform the centre manager either verbally, email or in writing.

**Privacy Principles**

LMSTC will keep any personal information shared safe and secure.

This is central to the LMSTC’s values as an organisation. LMSTC feels that everyone who supports the charity and or visits for support, feels confident that personal information is being kept safe and secure.

Members need to feel confident that we:

 • only use personal information in ways we need and what is expected of us.

 • keep members up to date, including how the centre is campaigning to improve services, raising awareness, promoting understanding as well as fundraising activities.

 • only use personal information if permission has been given.

 • make it easy for members to inform the centre how they want the centre to communicate, including how to opt out from future communications

 • never release personal information to organisations outside of the LMSTC for marketing purposes.

 • be especially careful and sensitive when engaging with vulnerable people or those the staff member has reason to believe might be vulnerable

 • take all reasonable care to safeguard personal information through security policies and secure business processes.

 • Our Data Protection Officer is happy to answer any queries you have, at any time.

**Leicestershire MS Therapy Centre Privacy Policy**

**P**rivacy is very important members.

1. **How LMSTC collects personal information about members**

LMSTC may collect personal information from members when they interact with LMSTC . There are many occasions when this could happen, for example: if members enquire about activities, register with LMSTC, make a donation, apply for a job or volunteering opportunity, provide optional feedback or otherwise provide personal information. This may be by phone, our website, facebook, through the post, or in person.

2. **What information do we collect?**

The personal information we collect might include contact details such as name, date of birth, address, postal address, telephone number and credit/debit card details (if paying for services or donation), as well as information about health.

3. **How do we use personal information?**

We may use personal information to:

 • Provide important advice and support, whether this be through publications or other important services.

 • Provide or administer activities relating to services: updating with important administrative messages, to help identify members when they contact the LMSTC, and help to properly maintain records.

 • Improve members experience with LMSTC. We may use information to enhance the services at the LMSTC and gift aid declarations, to improve information and communications, or to personalise the website to better suit members needs.

 • Provide information about future plans, which may include new or enhanced services, fundraising updates or updating contact details. Members can at any time change how LMSTC makes contact by emailing info@eicsmstherapycentre.org.uk

**Sensitive Information LMSTC holds**

Anyone who contacts LMSTC either by phone, Facebook or general emails, may choose to provide details of a sensitive nature.

LMSTC will only use the information for the purposes of dealing with the enquiry. LMSTC will not pass on personal details to anyone without expressive permission except in exceptional circumstances. Examples of this might include anyone reporting serious self-harm or posing a threat to others or sharing serious issues.

If members provide any Sensitive Personal Data by telephone, email or by other means, treat that information with extra care and always in accordance with this Privacy Policy.

Personal information and details of enquiries received are stored on a secure database for no longer than is necessary for the purposes of its use. LMSTC carry out periodic deletion of data when retention period has expired and/or when the need to continue holding such data is no longer necessary.

4. **Who sees personal information?**

The personal information LMSTC collects about members will be used by staff (and volunteers) at LMSTC to enable staff to support members and possibly to legal and regulatory authorities if required to by law.

LMSTC will never sell or share personal information with other organisations. Nor do we sell any information regarding members web browsing activity.

5. **Information Security**

LMSTC take the security of personal information extremely seriously.

LMSTC implemented appropriate physical, technical and organisational measures to protect the personal information they have under their control, both on and off-line, from improper access use, alteration, destruction and loss.

And only keep it as long as is reasonable and necessary, which may be to fulfil statutory obligations (for example, the collection of Gift Aid).

6. **How to update or access personal information**

Members may ask LMSTC at any time to update their details, correct or remove information they think is inaccurate by:

Writing: Leicestershire MS Therapy Centre 31 Freemens Common Road Leicester LE2 7SQ 0116 2557104

Members have a right to know what personal information Leicestershire MS Therapy Centre holds on them.

To request a copy of personal information, contact centre manager by writing:

Leicestershire MS Therapy Centre 31 Freemens Common Road Leicester LE2 7SQ

0116 2557104: Email: info@leicsmstherapycentre.org.uk

LMSTC will hold personal data longer than 3 years once a member no longer visit the centre. LMSTC will delete all personal data records.

**GDPR** does not specify retention periods for **personal data**. Instead, **it** states that **personal data** may only be kept in a form that permits identification of the individual for no longer than is necessary for the purposes for which **it** was processed.

7. **Changes to Privacy Policy**

LMSTC Privacy Policy is reviewed regularly to ensure that it reflects how LMSTC use personal information. Any changes will be notified by updating policies and procedures. Where appropriate, changes will be notified to members by email.

8. **Who we are**

Leicestershire MS Therapy Centre are committed to protecting personal information and reassure members that they have control over the information LMSTC store about them and what types of information members would like to receive from LMSTC.

For further information on LMSTC’s privacy practices, please contact LMSTC’s Data Protection Officer by writing to Leicestershire MS Therapy Centre 31 Freemens Common Road Leicester LE2 7SQ 0116 2557104: Email: info@leicsmstherapycentre.org.uk

The Information Commissioner’s website (www.ico.gov.uk) is another source of useful information. Members have the right to complain to the ICO if they think there is a problem with the way LMSTC are handling personal data.