

# TSSS POLICIES & PROCEDURES

## No. 50 – PRIVACY POLICY

### **Privacy Policy**

Your privacy is important to us and so this Privacy Policy states how we collect, process and protect any information that you give to us.

### **Who we are**

Tendring Specialist Stroke Services (TSSS) is a community based independent charity supporting stroke survivors, their families and carers in North East Essex.

We are a registered charity (1054049) and a company limited by guarantee (03167424). Our registered office is Tendring Specialist Stroke Services, 85 Frinton Road, Holland on Sea, Essex, CO15 5UH. We also operate a Dovercourt based (Essex) support group.

### **What information do we collect?**

We collect information from you for a variety of reasons, including:

- when you make a donation
- to respond to your enquiry
- to provide support or a service
- when you fill in a form on our website
- when you register your interest as a volunteer or supporter

We may collect personal information, such as your name, address, email and other details that enable us to identify you. We may also collect sensitive personal information relating to you and your circumstances if you receive a support service from us service or ask us for very detailed advice. This might be information about your medical condition(s) for example. We need your consent to hold and use this information.

People sometimes contact us providing personal information about a third party. We collect that information on the understanding that you have that third party's permission to do so.

### **How do we use your information?**

We use the information to respond to you, to inform the future contact you have with Tendring Specialist Stroke Services and to help us understand more about who is in touch with us and why. Sometimes we may use additional information

to enhance the data we have, so that we have a better understanding of our service users.

Information will only be shared amongst Tendring Specialist Stroke Services staff on a need-to-know basis.

We do analyse and report on data about the number and nature of contacts with the organisation. These reports do not contain information which enables you or other individuals to be identified.

We may from time to time use the experiences of our members and volunteers to explain the scope and impact of the support we provide. In these circumstances we will either anonymise any personal/identifying information or we will obtain full consent from you to use your information.

### **Who do we share information with?**

We will not share your information with third parties. However, with the informed consent of the individual concerned, Tendring Specialist Stroke Services will provide personal data to external organisations who are delivering a specific service, for example, Blue Badge service.

### **Donors**

We will not contact people unless they have expressed an interest in our work, for example by making a donation. We will act quickly on any requests to end contact. We will never sell your data.

### **Online forms**

We only ask for the information we need. Forms submitted online are automatically turned into an email and sent directly to a member of staff. We cannot guarantee it will be confidential whilst in transit to us. Alternatively you can print out and send us the form.

### **How do we keep your information secure?**

All your personal information is held securely in accordance with the Data Protection Act, 1998.

If you contact us electronically, by email or from our website, we cannot guarantee your information remains private whilst it is in transit across the internet.

### **How do I update or correct information, and how do I stop Tendring Specialist Stroke Services from using my information?**

If you would like to update or correct details held by Tendring Specialist Stroke Services, please email [info@tendringstroke.org.uk](mailto:info@tendringstroke.org.uk).

### **Useful contacts**

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

For any questions relating to this policy and our privacy practices, please email [info@tendringstroke.org.uk](mailto:info@tendringstroke.org.uk) or write to us at Tendring Specialist Stroke Services, 85 Frinton Road, Holland on Sea, Essex CO15 5UH. Alternatively you can call us on 01255 815905.

This policy was last reviewed on 20/03/18.