



MS CENTRE DORSET (“MSCD” or the ‘Centre’)

Privacy Notice

We take your privacy seriously and are committed to protecting your personal information. We aim to be clear and open about our data and security practices.

Where we ask you to provide us with any information by which you can be identified, you can be assured that it will only be used in accordance with this privacy statement, and in line with the General Data Protection Regulation (GDPR) 2018.

Who we are and how to contact us

In this policy whenever you see the words ‘We’, ‘Us’, or ‘Our’, it refers to MS Centre Dorset. We are registered in England as a charity (number 1182285). Registered office address: Church Lane, West Parley, Ferndown, Dorset BH22 8TS.

If you have any questions about our privacy policy or information we hold about you, you can contact us by:

- Email: manager@mscentre-dorset.org.uk
- Post: Manager, MS Centre Dorset, Church Lane, West Parley, Ferndown, Dorset, BH22 8TS

What personal information do we collect about you?

We only collect information about you that we need in order to provide the service you have requested. We will normally ask you to provide us with:

- Your name
- Your contact details (including emergency contact details)

We may request other information where it is appropriate and relevant, such as

- How you would like us to contact you
- Your bank details
- Your age or date of birth
- Accessibility or medical information where this is relevant to your participation in an event or activity
- Details of any accident or incident you may have been involved in while on our premises or while taking part in one of our events or activities

Special category data

We recognise some sensitive 'special category' data needs more protection. This includes data on: health, race or ethnicity, political opinions, religion, trade union membership, sexuality, biometric and genetic data. Our processing of special category data includes:

- Information about your suitability or eligibility for a service
- Information about your accessibility or medical information where relevant to your participation in an event or activity

On a voluntary basis, we may invite you to provide additional information about your relationship with multiple sclerosis, quality of life and socio-demographic information to help us to develop an insight into the multiple sclerosis community. We collect material that you proactively post or contribute to our sites and any correspondence you have with us.

While we mainly hold and use the information you provide directly to us, we may use other sources of information about you, including data derived from the electoral roll or affluence information, where they are from publicly available sources, or where you have given your permission for your data to be shared or sold.

We do this to help ensure we only contact you with appropriate communications or requests for support. We take great care in sourcing this information, but if you prefer us not to then please let us know. Our contact details are on page 1 under the 'Who we are and how to contact us' section

Cookies

We do not collect anonymised information about your visits to our website using cookies.

Where we collect your personal information from

We collect personal information about you in several ways:

- when you support us through making a donation, becoming a member or volunteer, applying for or taking part in, organising or attending a fundraising event, registering to take part in other types of non-fundraising events that we hold, accessing one of our services, joining a campaign, or pledging a gift in your will
- when you contact our organisation by mail, phone, or email
- when you contact us about one of our services
- when you complete one of our online or paper-based surveys
- when using our social forums
- when you have used a social media platform to contact us such as Facebook
- through an accident and incident form when you have been involved in an accident or incident on our premises or when attending one of our events or activities.

We may collect your personal information from other organisations and sources. For example, if you take part in an event run by another organisation with which we partner, when you raise funds via JustGiving, Give As You Live or similar websites, or through social media platforms e.g. Facebook.

When providing information to us through these channels you should check these companies' privacy policies and settings to understand how they use your personal information. We always check that third parties and other organisations have consent from you to pass your information on to us.

How we use your personal information for marketing and fundraising

Like most organisations we rely on marketing to generate donations and funds to help support our work and make sure the multiple sclerosis community is aware of the services and support we provide. By using the information you provide to us, or that we receive from publicly available sources, we are able to contact you with specific messages that we feel will be appropriate to you.

We only use your personal information for electronic marketing and electronic fundraising where you have given us permission to do so or you have provided permission to other organisations to allow us to market to you, for example, through Facebook or JustGiving.

Who we share your data with

We do not share or sell your data to any other charity or company for their marketing purposes.

However, there are some situations where we may use trusted suppliers to help us with administration of the services we provide for example:

- organisations or individuals who work with us to provide services for you – such as carers, physiotherapists and people providing our exercise classes or complementary therapies
- the Disclosure and Barring Service to inform our assessment of your suitability for a staff or volunteer role, or to report safeguarding concerns
- mailing houses to despatch our newsletters, appeals and raffles or invitations for our events and fundraising materials
- agencies who handle your donations on our behalf
- companies who deliver bespoke events for us or who organise events in which we purchase charity places (e.g. the London Marathon)

Under some circumstances we may disclose or share your information without your consent, for example if we are required by the police, the courts, for safeguarding, or for other legal reasons, including the sharing of accident and incident information with the Health and Safety Executive, the Disclosure and Barring Service, our insurers and our solicitors.

How we keep your personal information safe

We take our obligations to keep your personal data safe and secure very seriously. Within MS Centre Dorset, access to your personal information is strictly controlled on a 'need to know' basis. Our staff members and volunteers are only allowed access to your personal data if they have been sufficiently trained in data handling. We have controls in place to restrict access. Our website is also monitored and protected to prevent it from unauthorised access.

All personal data sent to our trusted suppliers will be encrypted. In all cases we require these companies to comply strictly with our instructions and they are not allowed to use your information for their own business purposes. We also require these companies to have sufficient organisational and technical measures in place to ensure the security of your data.

How long we keep your personal information

We keep your personal information in line with our data retention policy which upholds the principle that information should be kept for no longer than necessary.

In certain circumstances we have a statutory obligation to keep your personal information for a set period of time (normally six to seven years). This mainly concerns financial information including your donations or Gift Aid contributions.

Your information rights

We respect the rights you have over the personal information that we hold about you. You have the following rights:

To withdraw consent

If we process any of your information on the basis of your consent you may withdraw this consent.

For access to your personal information

You have a right to request access to the personal data that we hold about you. You also have the right to request a copy of the information we hold about you, and we will provide you with this unless legal exceptions apply.

To have your inaccurate personal information corrected

You have the right to have inaccurate or incomplete information we hold about you corrected. If you believe the information we hold about you is inaccurate or incomplete, please provide us with details and we will investigate and, where applicable, correct any inaccuracies.

To restrict the use of your personal information

You have a right to ask us to restrict the processing of some or all of your personal information in the following situations:

- if some information we hold on you isn't right
- we're not lawfully allowed to use it
- you need us to retain your information in order for you to establish, exercise or defend a legal claim
- or you believe your privacy rights outweigh our legitimate interests to use your information for a particular purpose and you have objected to us doing so.

To erase your personal information

You may ask us to delete some or all of your personal information.

For your personal information to be portable

If we are processing your personal information (1) based on your consent, or in order to enter into or carry out a contract with you, and (2) the processing is being

done by automated means, you may ask us to provide it to you or another service provider in a machine-readable format.

To object to our use of your personal information

If we are processing your personal information based on our legitimate interests or for scientific/historical research or statistics, you have a right to object to our use of your information. If we are processing your personal information for direct marketing purposes, and you wish to object, we will stop processing your information for these purposes as soon as reasonably possible and within 28 days.

If you want to exercise any of the above rights, please contact the manager by email: manager@mscentre-dorset.org.uk

We may be required to ask for further information and/or evidence of identity. We will endeavour to respond fully to all requests within one month of receipt of your request, however if we are unable to do so we will contact you with reasons for the delay.

Please note that exceptions apply to a number of these rights, and not all rights will be applicable in all circumstances. For more details we recommend you [consult the guidance published by the UK's Information Commissioner's Office \(ICO\)](#).

Keeping your information up to date

We want to make sure that any personal information we hold about you is accurate and up to date. Please contact us to correct or remove information you think is inaccurate.

What to do if you have a complaint

If you have a complaint please contact our Data Protection Officer by:

- writing to: Manager, MS Centre Dorset, Church Lane, West Parley, Ferndown, Dorset, BH22 8TS
- or sending an email to manager@mscentre-dorset.org.uk

If you are not satisfied with the way your complaint was handled, you can refer your complaint to UK Information Commissioner's Office.

Links to other websites

We may link our website directly to other sites, including sites that provide information, services, resources and fundraising opportunities that are not directly

associated with us. This privacy notice does not cover the links within our site linking to other websites and organisations. We encourage you to read the privacy statements on the other websites you visit.

Changes to this privacy notice

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of our collection and use of personal information. We are happy to provide any additional information or explanation needed using the contact details in this policy.

We keep our privacy notice under regular review. Updates to this policy will be published to our website and we will notify individuals subscribed to our marketing and service email lists of major changes by email.

This privacy notice was last updated November 2022.