



SCMSTC Full Privacy Policy – Version 1.0 May 2018

SCMSC is a charity registered in England & Wales (1044584) and a company limited by guarantee, registered in England No.3003308

SCMSTC Privacy Policy

The Sutton and Croydon MS Therapy Centre is committed to protecting and respecting your privacy.

This Privacy Policy explains when, why and how we use personal information that we collect about people from our website, emails or paper/electronic forms and under what conditions, if any, we may disclose it to others and how we keep it secure.

This Policy will be updated from time to time and reviewed annually to ensure that it is compliant with the General Data Protection Regulations.

Any questions regarding this Policy and our privacy practices should be sent by email to office@ms-therapy-centre.co.uk or by writing to Sutton and Croydon MS Therapy Centre, Bradbury House, Lloyd Avenue, Coulsdon, CR5 2QS. Alternatively, you can telephone 020 8660 1181.

We may obtain information about you when you telephone, email or when you provide us with details for your support, membership, attendance, volunteering or employment of our MS Therapy Centre. This information could include your name, title, email, address and telephone number and emergency contact numbers. In some cases, we would need additional information such as bank details, tax status for Gift Aid or medical records, if you are an attending member. We may also use photographs for our website and other types of marketing materials. Further to this we have CCTV external to our building to allow us to ensure that members are not left in the car park without assistance being available.

Our Website

We do not collect personal data from our website. If you browse our website we do not analyse or 'log data' such as your email or IP address, or use cookies.

Communications via email

When you contact us via email, we may collect personal information from you, which could include your name, title, email, address, telephone number and medical records for an attending member and assessments. We will ensure that we take the minimum information required to carry out the particular business activity at that time. We will take all reasonable precautions to ensure the privacy of this data. It will not be shared with other organisations apart from our outsourced DataBase supplier, our IT Support Organisations and DBS organisations where applicable, or used to promote any of our other activities such as fundraising events and newsletters unless you grant us permission to do so.

Other communications and forms

In order to carry out our business we may collect personal and sensitive information via paper, electronic forms and the telephone. All personal and sensitive information requested will be the minimum required to carry out our particular business activity. We will take all reasonable precautions to ensure the privacy of this data. It will not be shared with other organisations apart from our outsourced DataBase supplier, our IT Support Organisations and DBS organisations where applicable, or used to promote any of our other activities such as fundraising events and newsletters unless you grant us permission to do so.



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However we will be unable to treat a member at the centre if we are unable to contact their GP and where necessary their Consultant and or MS Nurse or other Care Providers.

We may also collect your personal information from other organisations and sources. For example, if you take part in a fundraising event you may raise funds via VirginGiving, GoldenGiving, Give As You Live or similar websites; or through social media platforms e.g. Facebook, Twitter, LinkedIn, Instagram or Google.

When providing information to us via 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 is your information used?

We may use your information to:

- process a donation that you have made;
- provide therapies at the centre;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you, including campaigns, appeals, collections and other fundraising events;
- marketing photographs
- for employment purposes.
- for volunteer purposes

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

We will not sell or rent your information to third parties or share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf:

We have some electronic data process controlled by several third party organisations. It is our policy to ensure that these organisations are General Data Protection Regulations compliant and that they keep your information secure and use it for their own direct marketing purposes.



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Your choices

You have a choice about whether or not you wish to receive information from us. If you wish to receive notifications of fundraising events or our newsletter, then all you need to do is you can select your choices by ticking the relevant boxes situated on the form on which we collect your information. If you wish not to have communications then leave the boxes unticked. In addition, you can choose your preferred method of communications such as email, telephone or post.

How you can access, update or remove your information from our systems

The accuracy of your information is important to us. If you change email address, or any of the other information we hold is inaccurate or out of date, please email us at office@ms-therapy-centre.co.uk or by writing to Sutton and Croydon MS Therapy Centre, Bradbury House, Lloyd Avenue, Coulsdon, CR5 2QS. Alternatively, you can telephone 020 8660 1181.

You have the right to ask for a copy of the information SCMSTC hold about you. We will not charge for information requests and provide this within 31 days of your request.

If you require the data we hold on you to be removed from all our electronic and paper storage areas, it must be first identified whether for legal reasons some of the data must/can be archived. Regulations require us to keep some personal records archived on our systems for 10 years or more. You will be notified which parts of the data are to be deleted/removed and which parts must be archived, together with the date the archive is no longer required.

Security

Be assured we have security precautions in place to protect the loss, misuse or alteration of your information that we hold. When you give us personal information, we take steps to ensure that it's treated securely. All our computer systems are encrypted and password protected to stop unauthorised access to any data and all paper records are held securely in locked cabinets/ rooms.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make best efforts to ensure its security on our systems.

Data Breaches

Although we are extremely careful to protect information, in the event of a data breach we will take remedial action and where there is a risk of a misuse of personal data we will inform the individuals whose data may have been effected without due delay and within 72 hours, where practical, following discovery.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access those using links from our website.



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In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

Review of this Policy

We keep this Policy under regular review and at least annually. This Policy was last updated in May 2018.