

GENERAL PRIVACY NOTICE (CLIENTS)

Your personal data – what is it?

“Personal data” is any information about a living individual which allows them to be identified from that data (for example a name, photographs, videos, email address, or address). Identification can be by the information alone or in conjunction with any other information.

Who are we?

Bereavement Care is made up of a number of different organisations, groups and post-holders who work together to support bereaved people in each community. These include:

- Bereavement support groups affiliated to churches, synagogues and other non-faith bodies;
- Group Leaders, Assessors; Trainers; Bereavement Visitors and others who deliver the practical bereavement support; and
- the Executive Officer (full-time employee), Trustees and volunteers on committees who are responsible for the financial and administrative arrangements for the charity.

As Bereavement Care is made up of all of these persons and organisations working together, we may need to share personal data we hold with them so that they can carry out their responsibilities in the functioning of the charity and in the provision of bereavement support. This means we are all responsible to you for how we process your data.

This Privacy Notice is sent to you by the Trustees of Bereavement Care as the data controller. In the rest of this Privacy Notice, we use the word “we” to refer to the data controller, as appropriate.

What data does the data controller process? They will process some or all of the following where necessary to perform their tasks:

- Names, titles, and aliases, photographs;
- Contact details such as telephone numbers, addresses, and email addresses;
- Where they are relevant, or where you provide them to us, we may process demographic information such as gender, age, date of birth, marital status, nationality, education/work histories, family composition, and dependants;
- Where you make donations, financial identifiers such as bank account numbers, payment card numbers, payment/transaction identifiers;
- The data we process is likely to constitute sensitive personal data because we need certain information from prospective clients about themselves and the deceased, to be able to assess the appropriate support required and to monitor the delivery of our service through the collection of (anonymised) statistics. This data may include: racial or ethnic origin, religious beliefs, mental and physical health, details of injuries, details of General Practitioner, medical history, medication/treatment received;

How do we collect your personal data?

As a prospective client (or parent/guardian of a young client aged under 18 years) we collect personal data at the point of referral to our service. This may be through a self-referral in person, by telephone, by letter or by e-mail. Occasionally referrals are made by healthcare or Local Authority services, or for children and young people by schools and colleges. We will ask you for your consent giving us permission to hold and process this information.

Bereavement Care, The Lodge, 64 Pinner Road, Harrow, Middlesex HA1 4HZ
020 8427 5720 admin@bereavementcareandsupport.co.uk

How do we process your personal data?

The Trustees of Bereavement Care, as the data controller, will comply with their legal obligations to keep personal data up to date; to store and destroy it securely; to not collect or retain excessive amounts of data; to keep personal data secure, and to protect personal data from loss, misuse, unauthorised access and disclosure and to ensure that appropriate technical measures are in place to protect personal data.

We use your personal data for some or all of the following purposes:

- To carry out comprehensive safeguarding procedures (including due diligence and complaints handling) in accordance with best safeguarding practice from time to time with the aim of ensuring that all children and adults-at-risk are provided with safe environments;
- To provide bereavement support to children and adults in the local community;
- To administer Bereavement Care financial, training and referral records;
- To fundraise and promote the interests of the charity;
- To maintain our own accounts and records;
- To process a donation that you have made (including Gift Aid information);
- To seek your views or comments;
- To notify you of changes to our services, events and role holders;
- To enable us to provide a voluntary service for the benefit of the public in a particular geographical area as specified in our constitution;
- To publicise and illustrate past and future events through displays and on our web-site.

What is the legal basis for processing your personal data?

Most of our data is processed because it is necessary for our legitimate interests. An example of this would be our safeguarding work to protect children and adults at risk. We will always take into account your interests, rights and freedoms. Some of our processing is necessary for compliance with a legal obligation.

Sharing your personal data

Your personal data will be treated as strictly confidential. It will only be shared with third parties where it is necessary for the delivery of our service and where you first give us your prior consent (with the exception of a safeguarding issue or criminal act in which the emergency, medical or social services would be contacted if it was felt that an individual was immediately at risk).

How long do we keep your personal data?

Subject to legal requirements we will keep your data only for as long as we need it. This means that we will delete it or shred it when it is no longer needed.

Your rights and your personal data

You have the following rights with respect to your personal data:

When exercising any of the rights listed below, in order to process your request, we may need to verify your identity for your security. In such cases we will need you to respond with proof of your identity before you can exercise these rights.

1. The right to access information we hold on you
 - At any point you can contact us to request the information we hold on you as well as why we have that information, who has access to the information and where we obtained the information from. Once we have received your request we will respond within one month.
 - There are no fees or charges for the first request but additional requests for the same data may be subject to an administrative fee .
2. The right to correct and update the information we hold on you
 - If the data we hold on you is out of date, incomplete or incorrect, you can inform us and your data will be updated.
3. The right to have your information erased
 - If you feel that we should no longer be using your data or that we are illegally using your data, you can request that we erase the data we hold.
 - When we receive your request we will confirm whether the data has been deleted or the reason why it cannot be deleted (for example because we need it for our legitimate interests or regulatory purpose(s)).
4. The right to object to processing of your data
 - You have the right to request that we stop processing your data. Upon receiving the request we will contact you and let you know if we are able to comply or if we have legitimate grounds to continue to process your data. Even after you exercise your right to object, we may continue to hold your data to comply with your other rights or to bring or defend legal claims.
5. The right to data portability
 - You have the right to request that we transfer some of your data to another controller. We will comply with your request, where it is feasible to do so, within one month of receiving your request.
6. The right to withdraw your consent to the processing at any time for any processing of data to which consent was sought.
 - You can withdraw your consent easily by telephone, email, or by post (see Contact Details below).
7. The right to object to the processing of personal data where applicable.
8. The right to lodge a complaint with the Information Commissioner's Office.

Transfer of Data Abroad

It is not our intention to transfer any of this data abroad however our website is accessible from overseas so on occasion some personal data (for example in a newsletter) may be accessed from overseas.

Further processing

If we wish to use your personal data for a new purpose, not covered by this Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

Contact Details

Please contact us if you have any questions about this Privacy Notice or the information we hold about you or to exercise all relevant rights, queries or complaints at:

Bereavement Care, The Lodge, 64 Pinner Road, Harrow, Middlesex HA1 4HZ
020 8427 5720 admin@bereavementcareandsupport.co.uk