

Branching Out Privacy Notice

Our Privacy Principles

Here at Branching Out we take your privacy seriously, we will always look after any personal information that you share with us.

This is central to our values as an organisation. We want everyone who supports us, or who comes to us for support, to feel confident about how any personal information they share will be looked after or used.

You can be confident that:

- We only use personal information in the ways we need to and that is expected of us.
- We will keep you up to date with our work by way of a newsletter, e-mail or letter, but, we will only use your personal information to do this if you have previously told us that's ok.
- We will never release your information to organisations outside Branching Out for marketing purposes
- We take all reasonable care to safeguard your personal information through security policies and secure business processes
- We will always provide easy ways for you to contact us (please see who we are section) and we will be happy to answer any queries you may have.

What Information do we collect?

The personal information we collect might include your contact details, such as name, date of birth, email address, postal address & telephone number as well as information you provide in any correspondence between us.

We also collect health information for our Service User's. This information is handled in accordance with Article 9, Paragraph 2 (h) of the General Data Protection Regulations.

Cookies

Our website does not use cookies.

How do we use personal information?

We may use your personal information to:

- Provide or administer activities relating to all our services: updating you with important administrative messages and to help us properly maintain our records.
- Provide you with information about our plans. This may be letting you know about our services and may include fundraising updates, we will only do this either with your consent, where we need to fulfil a contract or service with you or where we believe you expect to be updated and contacted by us. You can of course ask us at any time to change how we contact you, simply contact: reception@branchingoutuk.com
- We may need to disclose your information if required to do so by law (for example, to comply with applicable laws, regulations and codes of practice or in response to a valid request from a competent authority).

A special note about the Sensitive Information we hold

If you provide us with any Sensitive Personal Data by telephone, email or by other means, we will treat that information with extra care and always in accordance with our [Privacy Policy](#).

Your personal information is stored securely, for no longer than is necessary. We carry out periodic deletion of data whose retention has expired and/or when the need to continue to hold such data is no longer necessary. Data will not be held longer than 6 years.

Your choices

We'd like to keep our valued supporters, families and carers up to date with our progress. So, to update you on what we are doing and ask whether you would be able to support us, we would like to keep in touch with you (by e-mail, phone, text or post) about our progress and how you can support our valuable work.

Please be assured that respect lies at the heart of everything our committed staff and volunteers do: we respect any information that you share with us and you can change your mind and remove or add your consent at any time, by simply contacting us: reception@branchingoutuk.com or 01353 863221.

Who sees your personal information?

The personal information we collect about you will be used by our staff (and volunteers) at Branching Out so they can support you, also by a few selected organisations that work with us in support of our Service User's, to deliver our services; and possibly regulatory authorities if required by law.

Your Information Security

We take the security of your personal information extremely seriously.

We have implemented appropriate physical, technical and organisational measures to protect the personal information we have under our control.

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

Here are some of the ways we protect your personal information:

- Offline, your personal information is kept securely in our databases.
- Paper information is kept in locked cupboards and offices with limited access.
- If you provide information to us via the 'contact us' link on our website your information is managed by Buttonweb who adhere to relevant data protection policies.

How to update or access your personal information

You may ask us at any time to update your details, correct or remove information you think is inaccurate by:

Writing to Branching Out: 27 Grange Lane, Littleport, Cambs. CB6 1HW, FAO Data Protection.

Email: reception@branchingoutuk.com

Tel: 01353 863221

You also have a right to know what personal information Branching Out holds about you. To request a copy of your personal information we hold, contact us:

Writing to Branching Out: 27 Grange Lane, Littleport, Cambs. CB6 1HW, FAO Data Protection.

Email: reception@branchingoutuk.com

Tel: 01353 863221

Changes to our Privacy Policy

Our Privacy Policy is reviewed regularly to ensure that it reflects how we use your information. A full copy of our Privacy Policy can be found [here](#)

Who we are

Here at Branching Out we are committed to protecting your personal information and to reassure you that you have control over the information we store about you and what types of information you would like to receive from us.

For further information, please contact us:

Writing to Branching Out: 27 Grange Lane, Littleport, Cambs. CB6 1HW, FAO Data Protection.

Email: reception@branchingoutuk.com

Tel: 01353 863221

More information on General Data Protection Regulations and your rights can be found at: www.ico.org.uk