

Privacy Notice Statement

At Headway Birmingham & Solihull (HBS) we are committed to protecting your data and to comply with data protection legislation and the General Data Protection Regulation (GDPR). HBS is a data controller. This means that we are responsible for deciding how we hold and use personal information about you. This statement sets out how and why we are processing the information we have on you. It also explains your rights to access, rectify, restrict or erase your data.

It is important that you read this notice, together with any specific privacy notice to inform you of what personal information we are collecting or processing about you.

What is our commitment to you?

Our aim in processing your data is to successfully deliver our service to you with an appropriate level of data sharing whilst recognising the need to protect your fundamental rights to privacy.

HBS is committed to:-

- Protecting the confidentiality, integrity and availability of the information it collects, stores, transfers and processes.
- Explaining why it needs personal information and only asking for the personal information it needs.
- Maintaining the accuracy and completeness of data.
- Investigating and reporting data breaches and suspected breaches, and to being open and honest when things have gone wrong.
- Applying appropriate technological and organisational controls to ensure the security of personal data.

What do we use your personal data for?

- Processing data only in a manner that is compatible with the specified, explicit and legitimate purposes for which the individual has given consent, or where it is necessary for the vital interests of the individual, for compliance with a legal requirement
- Not keeping personal information for longer than necessary or as required by legislation.

How and why do we process your personal data?

We will only process your personal information for the purpose for which we collected it. The email or address you provide may be used to send you information and updates pertaining to your request, in addition to receiving occasional Headway Newsletter, updates, related products, events or service information etc.

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property or safety.

What are your rights?

At HBS we recognise that your data is important to you and therefore we are committed to supporting you with your data protection rights.

Within legal and regulatory constraints, you have the right to:

- Have information about how your information is being processed
- Request a copy of your data at any time (commonly known as a data subject access request)
- Have your data rectified or corrected if it is factually inaccurate
- Be forgotten or have your data erased
- Restrict who has access to your data
- Have your data in a format that you can access, share and move on to different companies
- Appropriate decision making

Do you have a right to withdraw consent?

You have the right to withdraw your consent to specific processing at any time. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis to do so in law.

How can you contact us about your data or your data rights?

If you wish to contact us about your data, or withdraw consent, or if you require any further information, please contact our Data Protection Officer at: Headway Birmingham & Solihull, Leighton House, 20 Chapel Rise, Rubery, Birmingham B45 Telephone: 0121 457 7541
Email: enquiries@headway-bs.org.uk

What should you do if you want to make a complaint about the way your data is being processed?

At HBS we make every endeavour to protect your data. In the unfortunate circumstance that you are not happy with the manner in which we process your data, you may wish to make a complaint. In the first instance, please contact the HBS Data Protection officer in writing, stating your name, date of birth, contact details and the nature of your complaint against HBS.

If you are not happy with the response you receive you may also wish to contact the UK data protection regulator, the Information Commissioner, whose contact details are available at <https://ico.org.uk>

Changes to this privacy notice- We reserve the right to update this privacy notice at any time.

Do we use cookies? We do not use cookies

By signing in the box below, you agree you have read and understood this policy document.

NAME:	SIGNATURE:	DATE:
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