

At Bladder Health UK we are aware of the importance of keeping our personal data safe and secure. We appreciate that when you share your data with us you trust us to look after it. Our Privacy Policy affirms our commitment to protect your rights and interests.

Who we are- ?

Bladder Health UK is a register charity. Reg. No: 1149973

The Data Controller (person responsible for making sure BHUK is compliant with GDPR) is XXX – a member of the Board of Trustees

The Data Protection Officer (person responsible for maintaining records of personal data and data processing activity) is Suzanne Evans, Business Director.

What data do we collect?

When you join Bladder Health UK we ask for your name, address, telephone number and an e-mail address (if you have one)

In addition we ask for some details about your medical condition relating to your bladder and what treatments you have received.

Why do we collect this information?

Without this information it would be difficult for BHUK to provide you with a membership pack of supporting information or to offer on-going support for your specific needs -which is our prime purpose. We do not use your data for purposes other than for the benefit of you and other members of the charity. None of your data is passed on to third parties for direct marketing purposes. If we would like to use your data then we will always ask you before we do – by phone or letter.

It is contractually within the legitimate interests of the charity to collect member data.

How do we store the information you provide?

1. Postal Application Forms

Data is typed in to the BHUK Data Base. The data base is hosted remotely by Baker Heath.

Paper Forms are shredded

2. On-Line Application Forms

Data is taken from the Charity Checkout management report and typed in to the BHUK Database.

Charity Checkout keeps the records and they are protected by Charity Checkout's own GDPR Policy.

3. Phone Applications

Data is typed directly into the BHUK Data Base.

Who also has access to the data we hold?

- Volunteers
 - Names and Addresses of those wishing to join a local group are passed on to the Regional Co-ordinators.
 - The Regional Co-ordinators are advised to keep their records on a secure computer /laptop or in a locked filing cabinet.

- Baker Heath
 - As all names, addresses and illness/treatment details are held in our database they are available to Baker Heath
 - Baker Heath host BHUK's Database. They have their own GDPR Policy – see <https://ico.org.uk/ESDWebPages/Entry/Z6792196>
 - It would not be possible for BHUK to maintain our current service without the services of a data base hosting company.

- Lion Press
 - Lion Press is the printing company that print the BHUK Magazine.
 - A mailing list of recipient names and addresses are sent at 3 intervals during the year (Spring, Summer, Autumn/Winter)
 - We upload the lists which are password protected to Lion Prints Secure Server.
 - After the mail run the lists are deleted.

How long do we hold your data for?

We will keep your data for as long as is necessary for BHUK to fulfil the purpose of the charity.

We renew membership on an annual basis.

If you choose not to renew then we will delete all your details from our Data Base

No paper records are kept other than by the Regional Co-ordinators.

Regional Co-ordinators will shred/ dispose securely of member details if they cease to be members.

Your rights under GDPR

- Contact us and ask us to update, complete or correct your contact and personal details
- Ask us to erase or restrict our use of your information
- Opt out of us sharing your data with anyone else

- Opt out of receiving any marketing communications by telephone, mobile telephone, e-mail, SMS
- Opt out of receiving postal marketing communications

We will keep a data record of your request, consent, objections and any time you request a change to existing data.

Complaints

If you are not satisfied with the way we maintain and process your data you have the right to complain to a supervisory authority - The Information Commissioners Office: <https://ico.org.uk/>