



the disability foundation
the holistic health charity for every body

Registered Charity No. 1076761

PRIVACY POLICY – SERVICE USERS

This privacy policy sets out how and why we collect, use and store your personal information.

Under the General Data Protection Regulation, we process your information using the lawful bases of contract, legitimate interests, legal obligation and consent.

Please note that wherever the term 'contract' is used in TDF's GDPR policy, it is in accordance with the definition provided within GDPR i.e. there is an agreement between two parties which meets the requirements of contract law.

You (the service user) enter into a contract with TDF when you contact us for information regarding our services and book in for a therapy. We need your personal information to fulfil our contractual obligations to you i.e. provide you with therapies.

We have a legitimate interest to process your personal information in order to provide you with complementary therapies. We would not be able to provide these therapies without your personal and health details. We will not be harming any of your rights and interests by doing so.

TDF will process your some of your personal details for Gift Aid purposes (first name, last name, house number, post code, details of donation dates and donation amount) only if you have given us consent for the same. We need to do this to fulfil our legal obligation to HMRC.

We will send you our periodic newsletters, fundraising events and marketing news as part of our membership contract with you.

In very rare cases, we might need your comprehensive medical notes from you GP and/or consultant. We will ask for your written consent before we do so.

If you are under 18 years of age, you must get your parent/guardian's permission before you provide any personal information to us.

What information we process

- Personal data – name, postal address, telephone number, email address, date of birth, ethnic origin, taxpayer status (for Gift Aid purposes)
- Health data – comprehensive data related to your health which includes medical conditions, disabilities, medications, surgeries, carers, doctor or consultant details (for purpose of obtaining consent letter if needed)
- Length of time that you have been coming to TDF
- Therapies that you have undertaken at TDF
- Donations that you have made to TDF

Why we collect your information

- To provide you with complementary therapies
- To ensure that the best treatment is provided to you as per your health conditions and that there are no contraindications of the therapy with your medical condition/s
- We ask for your doctor's or consultant's details in case we need to contact them to obtain a consent letter for you, so that you would be able to have a therapy at TDF. Again, this is to ensure that the best treatment is provided to you as per your medical condition/s and that there are no contraindications of the therapy with your health. In certain cases, we might contact your GP/consultant if we have any concerns regarding your health or if we need your comprehensive medical notes
- To process any donations that you may give to us for Gift Aid purposes with HMRC
- To send you TDF's newsletters, fundraising and marketing news

Who we share your information with

- TDF does not share any of your health related information with any outside agencies or third parties for any fundraising purposes
- TDF shares some details of your personal data – (first name, last name, house number, post code, details of donation dates and donation amount) with HMRC for Gift Aid purposes

How we keep your information safe

- We make sure that all client data is processed and stored in a confidential manner. All personal and health data is stored in locked cabinets, which are accessed only by authorised staff. Our database is password protected and is only accessed by authorised staff. All our IT systems are managed by CoopSys, who ensure that we have the necessary protection.
- All TDF's staff, therapists and volunteers are trained to handle personal and health data in a confidential manner.
- However, the transmission of information over the internet is never completely secure and 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 data, we make every effort to try to ensure its security on our systems.
- We cannot be responsible for the privacy policies and practices of other websites even if you access them using links from our websites and recommend that you check the policy of each site you visit.
- We ensure that additional controls are in place for financial, sensitive and special categories of information, meeting regulatory and legal requirements for managing these types of information.

How long we keep your information for

- We will hold your personal information on our systems for as long as is necessary for the relevant activity and to meet any legal or regulatory requirement. This is to make sure that we can enhance the services we provide and to ensure that we do not communicate with you if you have asked us not to or to comply with the law.
- Whenever we process your personal information, we will ensure that we always keep your Personal Data Rights in high regard and take account of these rights. You have the right to object to this processing if you wish, and if you wish to do so please email info@tdf.org.uk or write to us at – The Disability Foundation, Based at RNOH, Brockley Hill, Stanmore HA7 4LP.
- You can request a copy of the personal information that we hold about you under the Data Protection Act 1998. If you would like to do so, please send a description of the information you would like as well as approved proof of identity to us at - The Disability Foundation, Based at RNOH, Brockley Hill, Stanmore HA7 4LP.

- In certain circumstances, you have a right to have the personal data that we hold about you erased. Further information is available on the ICO website (www.ico.org.uk). If you would like your personal data to be erased, please inform us immediately and we will consider your request. In certain circumstances we have the right to refuse to comply with this request for erasure. If applicable, we will supply you with the reasons for refusing your request.

How to change the way we contact you

- If you want to change the way we contact you or update your details or if you want to stop receiving any communications from us, please email us at info@tdf.org.uk or write to us at – The Disability Foundation, Based at RNOH, Brockley Hill, Stanmore HA7 4LP
- Where you tell us that you no longer want to hear from us for marketing purposes, please be aware that we may still contact you for administration purposes or providing you with information you have requested or in helping resolve a query.