

	<p>The West Yorkshire Multiple Sclerosis Therapy Centre</p> <p>Data Protection & Privacy Statement</p>	<p>No. YWMSPS Version 1 Issued:16/6/2018</p> <p>Review by: June 2021</p>
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The West Yorkshire MS Therapy Centre respects your privacy and realises how important it is that your personal information remains secure. We comply with the General Data Protection Regulation 2018 and any other relevant statutory and self-regulation such as the Charities (Protection and Social Investment Act) 2006.

This document explains how we collect, manage and protect your details, but if you would like more information, please contact us. A copy of our Data Protection Policy can be provided on request.

Email: joanne.ms.rawdon@yahoo.co.uk

Post: Centre Manager, The West Yorkshire MS Therapy Centre
Unit 3A Olympia Business Park
Gelderd Lane
Leeds LS12 6AL

Phone: 0113 263 7375

What information does the Centre collect about me and how is it used?

This depends on your relationship with the Centre, but as a minimum it will include your name, postal address, e-mail (if you have one), and telephone number.

We collect your information to process your requests and to keep you informed about the work of the Centre. Developing a fuller understanding of our supporters and members, allows us to make better decisions, fundraise more efficiently and to ensure we provide support to more people with Multiple Sclerosis (MS) and other neurological conditions in West Yorkshire.

We may occasionally use external information to check the accuracy of the contact details we hold. For example, Royal Mail may be consulted if we have an incomplete or inaccurate address. We may also record any contact with you and provide you with information that is tailored and relevant to you:

1. If you support the charity financially, such as a member or you donate via bank transfer, we may also hold a Gift Aid declaration form. We use the information to process donations or other payments; to verify financial transactions and to claim Gift Aid on your donation.
2. If you are a registered member, to ensure we provide the right support, therapy and information, we may collect sensitive and personal information about your health condition including any drugs or treatments you are currently undertaking, your next of kin, emergency contact and details of other health professionals involved in your care. We use your information to gain a full understanding of your situation, so we can provide you with the best possible support.
3. If you are a member of staff (including volunteers), we hold additional information such as next of kin, emergency contact and information relevant to your employment or volunteering. This information may be needed if you are ill or have an accident at work and we need to

contact a family member or friend to inform them.

4. If you are a therapist providing services to registered members, as well as the above, we will also hold details such as your professional registration and public liability insurance. This is to ensure you meet the needs of the contractual arrangement we have with you.
5. If you are a member of an organisation, business or community group we may hold the name and title of an individual who is representing the organisation as well as the organisational address.

How is this information collected?

Direct - Personal information is collected directly from you when you interact with the Centre for example by registering as a member; signing up to participate in an event; donating, or as a member of staff (including volunteers).

Indirect - We may also obtain personal information about you if a carer, family member or friend contacts us on your behalf.

Third Party - Your information may be shared with us by individual event organisers or fundraising sites, but only if you are supporting the Centre and have given this organisation your permission e.g., an online payment or fundraising site like Just Giving or a Charity Challenge Company, or raffles and competitions.

Information Available Publicly - This may include information found in places like Companies House or in published articles and newspapers.

What contact will you make with me and how regularly?

This depends on your relationship with the Centre.

1. If you are registered member or primary carer we will provide you with up to date information about the services, support and information you have requested and to keep you informed of service changes, new services or new research which may be of interest or benefit to you.
2. If you give your consent to share your experience of the Centre, this may be made public by us at events, in materials promoting our charity and fundraising work; or in documents such as our annual review. This may include photographs or film, but only where you have consented for us to use images as well.
3. If you are a Therapist, Staff Member (including Volunteers) or Registered Member we will send out information about the Charity that is relevant to your role through internal communications; including the Newsletter.
4. If you provide a product or service, we may contact you in relation to that product or service.

Will you ever sell or swap my information to other organisations?

We will never sell or swap your personal details with other organisations for their marketing purposes. We may be required to disclose personal information if required to do so by law, for example for fraud prevention, or to another health professional who is involved in your treatment or care. This would be with your consent and knowledge only.

If we are using an external organisation to run an event on our behalf such as an overseas charity challenge, we would only pass on your contact details with your explicit consent and for that organisation to send you information relating to that event only.

How secure is the information I give you?

The Centre takes the care of your personal information seriously and undertakes to protect your information in a range of ways including secure servers and firewalls.

Sensitive and health-related information about our registered members is kept secure and managed separately from other data provided to the charity.

On the Centre's Social Media platforms, we do not display full names and addresses without your prior consent. However, please be aware that when posting information on social media sites your information is publicly accessible and therefore you should avoid sharing personal information that may be used to identify you.

How long will you keep my information and what about If I don't want any contact from you?

We do not hold any personal or sensitive information about our registered members on any form of electronic database.

We will retain your information while you have an active relationship with the Centre. If you request no further contact, we will mark your basic contact information as "do not contact" This is to avoid sending you unwanted materials in the future and to ensure that we don't accidentally duplicate information.

Legally, we may be required to hold information for a longer period e.g. health records, but this will be kept securely in an archived file and we will not send you information unless you request us to do so.

Accessing and Updating Your Personal Information

If you wish to access the information we hold about you, please contact us at the address above. If your personal circumstances change, please advise us so we can update your details.