

# **WHEELCHAIR USERS' GROUP FOR SOUTH & EAST KENT (WUG)**

## **Data Protection Fair Usage Policy (Privacy Notice)**

### **Your personal data**

The Wheelchair Users' Group for South and East Kent (WUG) will be what is known as the 'Controller' of the personal data you provide to us or to our authorised representatives. WUG's charity registration number is: 1064955 and our registered address is Shop 21, Second Floor, Bouverie Place Shopping Centre, Alexandra Gardens, Folkestone, KENT CT20 1AU

Our Data Protection Act Registration number is: X4144883.

Unless otherwise agreed with you, we will only collect basic personal data about you (i.e. your name, address, email address), together with any personal information that you agree to allow us access to in order to provide you one or more of our services. If this includes what is known as 'sensitive personal data', then we will seek your agreement on a 'permission to share document' before we gain access to such information.

### **Why we need it**

We need to know this data in order to provide you with the services you have requested from WUG as per any contract or agreement we have with you. If you do not agree to provide the data we need, then this will reduce the support or services we are able to provide you with.

We will not collect any data from you that we do not need in order to provide the services we have agreed to provide you with.

### **What we will do with it**

All the personal data we hold about you will be processed by our staff in the United Kingdom and no third party organisations or individuals will have access to your personal data unless you have agreed beforehand (via a 'Permission to share form') or unless we have a legal obligation for us to provide them with this. Please be aware however, that your information may be stored on a cloud-based computer system whose servers are located within the European Union.

We take all reasonable steps to ensure that your personal data is processed and held securely and more information on this can be provided on request.

Your data will only be accessed by staff members authorised by WUG to do so. This would normally be the people providing you with the service you have requested.

### **How long do we keep it for?**

We will generally keep your personal data for a minimum of 6 years after which time it will be destroyed if it is no longer required by the lawful purposes for which it was obtained. If you consent to receive marketing or other information from WUG, we will use your information provided for this purpose until you notify us that you no longer wish to receive this information.

### **What to do if you wish to see the data we hold about you, withdraw your consent or make a complaint**

If you wish to see the data we hold about you, or withdraw your consent for us to hold your personal information, please either send your request by email or by post or telephone to:

Email: [wchairuser@aol.com](mailto:wchairuser@aol.com)

Post: Admin Officer, WUG, Shop 21, Second Floor, Bouverie Place Shopping Centre, Alexandra Gardens, Folkestone, KENT CT20 1AU

Telephone: 01303 226500

We will acknowledge your request within 5 working days and provide you with this information as soon as possible and in any event within 40 calendar days. WUG reserves the right to charge in order to cover the costs of providing the information requested if applicable. This will not exceed £10 for paper records.

If you would like to make a complaint about WUG, please email, post or ring the contact details above and we will provide you with a copy of our Complaints Procedure within 5 working days. Your complaint will then be processed in line with our Complaints Procedure.

### **AMENDMENT - Data Protection**

On 25th May 2018, the new GDPR (General Data Protection Regulation) comes into force.

The emphasis will be on protecting the rights of the individual over the data organisations hold on them.

The main change will be that if on company mailing lists, consent can no longer be assumed but people have to "opt in". There will therefore be many groups asking people on their mailing lists to do so; if you don't, they no longer have consent to hold the data.