

Privacy policy

Data Protection	
Who are we	<p>Balance is committed to protecting and respecting your privacy and security. Whenever you provide us with your personal information via our website “Site(s)”, we will treat that information in accordance with this policy, our terms and conditions and current UK Data Protection legislation.</p> <p>By using the Site and any services we offer via our Site, you are agreeing to be bound by this policy.</p> <p>Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. This policy may change from time to time, so please check this page periodically.</p> <p>Balance is a registered charity (number 1190859) and our registered address is Sessions House, 17 Ewell Road, Surbiton, Surrey, KT6 6AF</p> <p>If you have any questions around this privacy policy, you should contact Guy Stevenson on 020 37402305</p>
How do we collect information from you?	<p>Information you give to us</p> <p>This could be when you donate; access a service; attend an event; enquire about us or our services, by post, email, telephone, in person, or via this website; volunteer or work for us; work with us as a partner, corporate supporter, referrer or referee, supplier or contractor.</p> <p>Information we get from your use of the website</p> <p>When you visit the Site, we collect various personal information which may include your name, address, contact details, IP address, and information regarding which pages are accessed and when.</p>
What type of information is collected from you?	<p>The personal information we collect might include:</p> <ul style="list-style-type: none"> • Name, address (including postcode), email address, telephone number, IP address • Date of birth • Sensitive personal information, known as “special categories ” of data, such as ethnicity or religion, which we only collect if absolutely necessary

<p>How is your information used?</p>	<p>We may use your information to:</p> <ul style="list-style-type: none"> • Process a donation that you have made • Contact you to tell you about events or services you might be interested in • Allow us to smoothly and swiftly assess how we can help you as a service user • Ensure we are reaching all parts of the communities we serve, and offer proof that we are doing so • Enable us to deal efficiently with any concern or complaint you might have about us
<p>Who has access to your information?</p>	<p>We will not sell or rent your information to third parties.</p> <p>We will not share your information with third parties for marketing purposes.</p> <p>It may be necessary to pass your information to a 3rd party in order to process a service (e.g. when you make a donation), but we will only share the personal information necessary to deliver the service.</p>
<p>Lawful Processing</p>	<p>The GDPR and Data Protection Act 2018 requires us to rely on one or more lawful grounds to process your personal information. The following are the grounds we use: consent, legitimate interest, contractual necessity, legal obligation.</p>
<p>Fundraising and Marketing</p>	<p>We will only fundraise or market to you when you have specifically consented to us doing so, for example by signing up to our mailing list.</p>
<p>Your choices</p>	<p>You have the right to opt out of receiving communications from us at any time by contacting info@balancesupport.org.uk</p> <p>You can also change the way we contact you at any time by emailing the same address.</p> <p>In order to opt you out of receiving communications, it is necessary to retain some of your details to ensure we do not contact you again in future. Your details will only be used for this purpose.</p>
<p>Your Rights</p>	<p>The GDPR provides the following rights for individuals, which our organisation provides to you:</p> <ol style="list-style-type: none"> 1. The right to be informed

	<p>We will tell you when we are collection your information, and let you know what it is that we are recording. We will also provide you information as to why we need it, and what we will do with it.</p> <p>2. The right of access</p> <p>You have the right to request to see what information we hold about you, free of charge and within 30 days. If you would like to do this, please contact</p> <p>Guy Stevenson at Balance Support CIO, Sessions House, 17 Ewell Road, Surbiton, Surrey, KT6 6AF or info@balancesupport.org.uk</p> <p>3. The right to rectification</p> <p>If your information is incorrect or out of date, you have the right to ask us to correct or update it. Please contact us in writing via the means above to do so.</p> <p>4. The right to erasure</p> <p>You have the right to ask for your information to be deleted. Please contact us in writing via the means above to do so.</p> <p>5. The right to restrict processing</p> <p>You have the right to tell us we can store your information but not use it. Please contact us in writing via the means above to do so.</p> <p>6. The right to data portability</p> <p>You have the right to ask us to transfer the information we hold on you to another organisation. Please contact us in writing via the means above to do so.</p> <p>7. The right to object</p> <p>If our lawful basis for processing your information is legitimate interest, you have the right to object to our doing so. Please contact us in writing via the means above to do so.</p>
<p>Keeping your information safe</p>	<p>When you give us personal information, we take steps to ensure that it's treated securely.</p>

Use of 'cookies'	When you visit the Site, we collect various personal information which may include your name, address, contact details, IP address, and information regarding which pages are accessed and when.
16 or Under	If you are aged 16 or under, please get your parent / guardian's permission beforehand whenever you provide us with personal information.
Transferring your information outside of Europe	We do not use any 3rd parties that transfer data outside the EEA.
Complaints	<p>Guy Stevenson at Balance Support CIO, Sessions House, 17 Ewell Road, Surbiton, Surrey, KT6 6AF or info@balancesupport.org.uk</p> <p>You can find our complaints policy on our website www.balancesupport.org.uk</p>
Review of this Policy	This policy was last reviewed August 2022. This is kept under regular review and updated where necessary.