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Title: Privacy Policy

Policy Approval and Review:

First approved by and date	August 2022
Last reviewed by and date	12/01/2025
Next review date	

Policy Change History:

Version	Date	Author	Description
1.0	Aug 2022	G.M.Stevenson	Document creation
2	Jan 2025	G.M.Stevenson	Document Review

Please note: This procedure/policy maybe subject to change where trustees or senior managers of the charity identify reasons underpinning the need for it.

3. Purpose of Policy and introduction

- 3.1 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.
- 3.2 By using the Site and any services we offer via our Site, you are agreeing to be bound by this policy.
- 3.3 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.
- 3.4 Balance is a registered charity (number 1190859) and our registered address is: **Guildhall 2, High Street, Kingston upon Thames, Surrey, KT1 1EU**
- 3.5 If you have any questions around this privacy policy, you should contact **Guy Stevenson on 020 37402305**

4. How do we collect information from you

- 4.1 Information you give to us
 - 4.1.1 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.
- 4.2 Information we get from your use of the website
 - 4.2.1 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.

5. What type of information is collected from you

- 5.1 The personal information we collect might include:
- 5.2 Name, address (including postcode), email address, telephone number, IP address
- 5.3 Date of birth
- 5.4 Sensitive personal information, known as “special categories ” of data, such as ethnicity or religion, which we only collect if absolutely necessary

6. How is your information used

- 6.1 We may use your information to:

- 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.

7. Lawful Processing

- 7.1 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.

8. Fundraising and Marketing

- 8.1 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.

9. Your choices

- 9.1 You have the right to opt out of receiving communications from us at any time by contacting info@balancesupport.org.uk
- 9.2 You can also change the way we contact you at any time by emailing the same address.
- 9.3 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.

10. Your Rights

- 10.1 The GDPR provides the following rights for individuals, which our organisation provides to you:

10.2 The right to be informed

- 10.2.1 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.

10.3 The right of access

- 10.3.1 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

10.4 Guy Stevenson at **Balance Support CIO, Guildhall 2, High Street, Kingston upon Thames or info@balancesupport.org.uk**

10.5 **The right to rectification**

10.5.1 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.

10.6 **The right to erasure**

10.6.1 You have the right to ask for your information to be deleted. Please contact us in writing via the means above to do so.

10.7 **The right to restrict processing**

10.7.1 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.

10.8 **The right to data portability**

10.8.1 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.

10.9 **The right to object**

10.9.1 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.

11. Keeping your information safe

11.1 When you give us personal information, we take steps to ensure that it's treated securely.

12. Use of 'cookies'

12.1 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.

13. 16 or Under

13.1 If you are aged 16 or under, please get your parent / guardian's permission beforehand whenever you provide us with personal information.

14. Transferring your information outside of Europe

14.1 We do not use any 3rd parties that transfer data outside the EEA.

15.Complaints

- 15.1 Guy Stevenson at **Balance Support CIO, Guildhall 2, High Street, Kingston upon Thames** or info@balancesupport.org.uk

16.Review of this Policy

- 16.1 This policy was reviewed in January 2025 and will be reviewed and updated at least two year from that date. Where there are changes to the legislative environment that influence this policy, review will be undertaken at a date prior to that timetabled.

Appendix 1