

MS-CAS Privacy Policy

Our contact details.

Multiple Sclerosis – Community Action & Support Address: 39 Nicholson Avenue, MACCLESFIELD, Cheshire SK10 2BZ Phone Number: 01625 430933

The type of personal information we collect

We currently collect and process the following information:

- Name
- Email address
- Postal address
- Telephone number

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To support you
- Newsletter

We also receive personal information indirectly, from the following sources in the following scenarios:

- With your consent to health or social care professionals, they may provide us with your contact details in order to support you.

We use the information that you have given us in order to

- contact you to support you
- send out newsletters and details of MS-CAS events / services

We will not share your information without your consent

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information is.

Your consent

You are able to remove your consent at any time. You can do this by contacting MS-CAS Data Protection Officer email enquiry@ms-cas.co.uk

How we store your personal information

Your information is securely stored.

We keep name, telephone number, postal address, and email address for an unlimited period. If you ask request to remove your personal data, we will dispose of your information by permanently deleting electronic data / professionally shredding paper data.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at enquiry@ms-cas.co.uk, 01625 430933 39 Nicholson Avenue, Macclesfield, Cheshire, SK10 2BZ if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at enquiry@ms-cas.co.uk, 01625 430933 / 39 Nicholson Avenue, Macclesfield, Cheshire, SK10 2BZ

You can also complain to the ICO if you are unhappy with how we have used your data.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113 ICO website: <https://www.ico.org.uk>