



DEAF CAN!

BREAKING BARRIERS; CREATING OPPORTUNITIES

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# Privacy Policy

Implementation Date: September 2024

Next review: September 2025

In this Privacy Policy, 'Deaf Can!', 'we' or 'our' means:

Deaf Can! LTD (Registered Company in England - No. 14960477).

## Purpose and Scope

This policy describes how and why the Deaf Can! uses your personal information, how we protect your privacy when we use your personal information, and your rights and choices regarding this information.

We promise to respect any personal data you share with us, or that we get from other organisations and keep it safe. We aim to be clear when we collect your data and not do anything you wouldn't reasonably expect.

## Privacy Statement

The General Data Protection Regulation (GDPR) [Regulation (EU) 2016/679], provides the legal framework that defines how personal information can be used. RAD is fully committed to complying with current data protection legislation and has a legal duty to protect any information we collect from you.

- Your personal information is only used for the purpose for which we collect it
- Only information that we actually need is collected
- Your personal information is only seen by those who need it to do their jobs
- We will not pass your personal information on to any other organisation without your consent unless we are required to do so by law
- Personal information is retained only for as long as it is required for the purpose collected

- We will, where necessary, keep your information up to date
- Your information will be protected from unauthorised or accidental disclosure
- We will provide you with a copy of your personal information on request (please see below for information on access rights and requests)
- Inaccurate or misleading data will be corrected as soon as possible
- These principles apply whether we hold your information on paper or in electronic form

## What personal data we collect

We may collect, store and use the following kinds of personal information:

- Your name
- Your contact details (including postal address, email address, telephone number, social media identity)
- Nature of your enquiry

We may also collect sensitive personal information such as date of birth, ethnicity and other information required to allow us to deliver a service and report to our funders (sometimes as part of a contractual obligation).

We might also collect information about the needs of our service users, which may include details of a personal nature (if this is shared at the point of initial contact/ is the reason why we have been contacted).

# How we use your information

We may use your personal information to:

- Deal with your enquiries and requests
- Provide you with the services, products or information you asked for
- Keep a record of your relationship with us
- Respond or fulfil any requests, complaints or queries you make to us
- Understand how we can improve our services, products or information by conducting, analysis and market research
- Obtain your permission to publicise details of your feedback
- Manage our events
- Further our charitable objectives
- Communicate with you
- Administer our websites and to troubleshoot, perform data analysis, research, generate statistics and surveys related to our technical systems
- Display content to you in a way appropriate to the device you are using (for example if you are viewing content on a mobile device or a computer)
- Generate reports on our work, services and events
- Safeguard our staff and volunteers
- Process your application for a job or volunteering position
- Conduct training and quality control
- Audit and administer our accounts

# How we protect your information

We ensure that there are appropriate technical and organisational controls in place to protect your personal details. Our Data Protection Policy is reviewed annually.

# How long we keep your information for

Your information is kept only for as long as is necessary for the purposes for which it was collected and is securely destroyed. Our Data Protection Policy is reviewed annually.

Under UK data protection law, you have rights over personal information that we hold about you. This is summarised below:

- Right to access your personal information

You have a right to request access to the personal data that we hold about you. You also have the right to request a copy of the information we hold about you, and we will provide you with this unless legal exceptions apply. If you want to access your information, send a description of the information you want to see by emailing: **[dataprotection@deafcan.co.uk](mailto:dataprotection@deafcan.co.uk)**

- Right to have your inaccurate personal information corrected

You have the right to have inaccurate or incomplete information we hold about you corrected. If you believe the information we hold about you is inaccurate or incomplete, please provide us with details and we will investigate and, where applicable, correct any inaccuracies.

- Right to restrict use of your personal information

You have a right to ask us to restrict the processing of some or all of your personal information in the following situations: if some information we hold on you isn't right; we're not lawfully allowed to use it; you need us to retain your information in order for you to establish, exercise or defend a legal claim;

or you believe your privacy rights outweigh our legitimate interests to use your information for a particular purpose and you have objected to us doing so.

- Right to delete your personal information

You may ask us to delete some or all of your personal information and in certain cases, and subject to certain exceptions, you have the right for this to be done.

If you are unhappy with any aspect of how we are using your personal information, please contact us.

You have the right to lodge a complaint about how we use your information with the Information Commissioner's Office.

DeafCan! has a Data Protection Lead who can be contacted by emailing:  
**[dataprotection@deafcan.co.uk](mailto:dataprotection@deafcan.co.uk)**