WEBSITE PRIVACY NOTICE

Who We Are

Sight Support Derbyshire is a registered charity providing advice, support, rehabilitation, wellbeing services and practical assistance to blind and partially sighted people and others who use our services.

This Privacy Notice explains how we use personal information collected through our website.

If you have any questions about this notice or how we use your information, please contact:

Sight Support Derbyshire
2a Wentworth House
Vernon Gate
Derby
DE1 1UR

Telephone: 01332 292262
Email: enquiries@sightsupportderbyshire.org.uk

Information We Collect

We may collect personal information when you:

- Make a donation via our website
- Submit an enquiry through our website.
- Request information about our services.
- Request support for yourself or another person.
- Make a referral.
- Make a volunteering enquiry.
- Sign up to receive information from the charity.
- Contact us by email through links provided on the website.

The information collected may include your name, contact details and details contained within your enquiry or message.

How We Use Your Information

We use the information you provide to:

- Respond to your enquiry.
- Provide information about our services.
- Process referrals.
- Respond to volunteering enquiries.
- Provide information you have requested.
- Improve our services and website.

Our Lawful Basis

The charity generally processes information submitted through the website on the basis of its **legitimate interests**, namely responding to enquiries, providing information and delivering its charitable services.

Where consent is required for a particular activity, we will request it separately.

Who We May Share Information With

Information submitted through the website will normally only be used by Sight Support Derbyshire.

However, where appropriate and lawful, information may be shared with relevant partner organisations, health or social care professionals, local authorities or safeguarding agencies in connection with your enquiry, referral or support needs.

We will only share information where it is necessary and appropriate to do so.

How Long We Keep Information

Enquiry and referral information will normally be retained in accordance with the charity's retention arrangements.

As a general principle, information will usually be retained for up to seven years after our last meaningful contact with you, unless a different retention period is required.

Cookies

Our website may use cookies and similar technologies to help the website operate effectively and to understand how visitors use the site.

You can control cookies through your browser settings.

Keeping Your Information Secure

Sight Support Derbyshire takes appropriate technical and organisational measures to protect personal information from unauthorised access, loss, misuse or disclosure.

Your Rights

Under data protection legislation, you have rights in relation to your personal information, including the right to request access to information we hold about you, to ask us to correct inaccurate information and to object to certain types of processing.

Some rights apply only in particular circumstances and may be restricted where the charity is required to retain or continue processing information for lawful purposes.

If you would like more information about your rights, or wish to make a request relating to your personal information, please contact us.

Complaints

If you are unhappy with how we have handled your personal information, please contact us so that we can try to resolve your concerns.

You also have the right to complain to the Information Commissioner's Office (ICO).

Website: www.ico.org.uk
Telephone: 0303 123 1113

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