

BATTLE SCARS CIO PRIVACY POLICY

Policy information	
Organisation	Battle Scars
Scope of policy	Applies to all services, activities, training and general running of the organisation.
Policy operational date (original)	06/02/18
Policy prepared by	Jenny Groves – CEO
Date approved by Board	15/01/24
Reviewed on Reviewed by	06/01/24 Jenny Groves – CEO
Amended	No
Policy review date	By 31/01/26 Every 2 years
Distributing	This policy will be available on the Battle Scars website. It will be a requirement for all trustees and staff to read the policy after appointment or after its review. A summary of all relevant policies will be included in the volunteer handbook with clear signposting to the full text. Volunteers will be kept up to date with any changes that might affect their role.
Introduction	
Privacy principles	<p>We will look after any personal information that you share with us.</p> <p>This is central to our values as an organisation. We want everyone who supports us, or who comes to us for support, to feel confident about how any personal information they share will be looked after or used.</p> <p>You can be confident that:</p> <ul style="list-style-type: none"> • we only use personal information in the ways we need to and that is expected of us; • we will use it to keep you up to date with our work, including how we are striving to improve services, raising awareness, promoting understanding as well as our fundraising activities and opportunities for service user involvement; • but we only use your personal information to do this if you have previously told us that's OK; • we will make it easy for you to tell us how you want us to communicate with you, including how to opt out from future communications - and we promise your request will be respected straight away; • we will never release your information to organisations outside Battle Scars for their marketing purposes; • we will be especially careful and sensitive when engaging with vulnerable people or those we have reason to believe might be vulnerable; • we take all reasonable care to safeguard your personal information through security policies and secure processes;

	<ul style="list-style-type: none"> we will always provide easy ways for you to contact us. We know that your privacy is very important to you. We promise that it is even more important to us.
Policy	
How we collect personal information about you	<p>We may collect personal information from you when you interact with Battle Scars. There are many occasions when this could happen, for example: if you attend our support groups, take up membership, make a donation to us, apply for a volunteering or job opportunity, provide us with optional feedback or otherwise provide us with personal information. And, this may be when you phone us, email us, go onto our website, attend our training, through the post, or in person.</p>
What information we collect	<p>The personal information we collect might include your contact details such as name, date of birth or age, email address, postal address, telephone number and demographics (such as gender, ethnicity etc.) as well as information you provide in any correspondence between us.</p> <p>We may also collect health information if you tell us about your experience or the experiences of a friend or relative by logging your experiences with us; however, you can decide if you wish to remain anonymous or if you are happy to share your personal details. We may collect health information if you wish to volunteer with us in order that we give you appropriate tasks and support. We may collect health information if you wish to work for us in order that you receive the right support.</p> <p>Apart from certain personal information required for volunteer, paid work and membership applications, providing all other information is optional.</p>
How we use personal information	<p>We may use your personal information to:</p> <ul style="list-style-type: none"> improve your experience with us. We may use your information to enhance the service that we provide, to improve our information and communications, or to personalise the website to better suit your needs; provide you with advice and support when you ask for it; improve our training; properly maintain our records; provide you with information about our plans, new services and training opportunities as well as other events. We will only do this either with your consent, where we need to fulfil a contract or service with you, or where we believe you will expect to be updated and contacted by us. You can of course ask us at any time to change how we contact you, simply contact info@battle-scars.org.uk ; analyse the personal information we collect about you so that we can better understand our service users, our supporters, their preferences and needs. This may mean looking at the interactions you have with us so we can aim to offer you the right information, services and events. It may also mean using information about you such as the area where you live, the type of work you do so we can better understand what needs exist. You can opt out of this activity at any time. To do this please email info@battle-

	<p>scars.org.uk with the subject line: “Please stop analysis of my data”, “Please remove from list” or similar.</p> <ul style="list-style-type: none"> • We may need to disclose your information if required to do so by law (for example, to comply with applicable laws, regulations and codes of practice or in response to a valid request from a competent authority); <p>We will not share your personal information with anybody outside of Battle Scars. Within Battle Scars this information will only be accessible to those who require it to do their work.</p> <p>A special note about the Sensitive Information we hold: You may choose to provide us with details of a sensitive nature if you log your experiences with us or confide to a group facilitator, or you may need to provide us with details of your health if applying for a volunteering or paid position. We will not pass on your details to anyone else without your express permission except in exceptional circumstances. Examples of this might include anyone reporting serious self-harm, disclosing suicidal intentions or posing a threat to others, or where it’s a safeguarding issue involving children or vulnerable adults. If you provide us with any Sensitive Personal Data by telephone, email or by other means, we will treat that information with extra care and always in accordance with this Privacy Policy. Your personal information and details of the enquiries received are stored on a secure database for no longer than is necessary for the purposes of its use. We carry out periodic deletion of data whose retention period has expired and / or when the need to continue holding such data is no longer necessary.</p>
<p>Your choices</p>	<p>We’ll always provide you with an obvious option of opting in if you wish to be kept up to date with our progress, support group dates or training.</p> <p>Please be reassured that respect lies at the heart of everything we do: we respect any information that you share with us and you can change your mind and remove or add your consent at any time, by simply contacting us on info@battle-scars.org.uk</p> <p>In cases where we may be obliged to transfer and process your personal information outside of Battle Scars, we will comply fully with our legal obligations as a data controller and take all steps necessary to ensure that your personal information is treated securely and in accordance with legislation.</p>
<p>Who sees your personal information</p>	<p>The personal information we collect about you will be used by our staff (and volunteers) in Battle Scars so that they can support you; also we may have to share it with legal and regulatory authorities if required to by law.</p> <p>We will never sell or share your personal information with other organisations.</p>
<p>Your information security</p>	<ul style="list-style-type: none"> • We take the security of your personal information extremely seriously. • We've implemented appropriate physical, technical and organisational measures to protect the personal information we have under our control from improper access, use, alteration, destruction and loss. • And, we only keep it as long as is reasonable and necessary, which may be to fulfil statutory obligations (for example, the collection of Gift Aid).

	<ul style="list-style-type: none"> Your personal information is kept securely in our databases and offices. Our website may contain links to other sites. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content or the privacy practices employed by other sites. Please be aware that websites that have links on our site may collect personally identifiable information about you. This privacy statement does not cover the information practices of those websites.
How to update or access your personal information	<p>You may ask us at any time to update your details, correct or remove information you think is inaccurate by:</p> <p>Writing: Battle Scars, 18 Alder Hill Avenue, Leeds, LS6 4JQ Email: info@battle-scars.org.uk Tel: 07410 380747</p> <p>You also have a right to know what personal information Battle Scars holds about you. To request a copy of your personal information we hold, contact us by using the above details.</p>
For more information	<i>Please see our Data Protection Policy (available on our website)</i>
Right to complain	<i>Please see our Complaints & Complaints Policy & Procedure (available on our website)</i>
Privacy Notice	<p>(modified according to form - * deleted as required)</p> <p>“Here at Battle Scars we take your privacy seriously. By providing us with this information you give us consent to use your personal information for statistical purposes*, to maintain and improve our services*, to bring positive change*, to acquire funding*, to administer your membership account* or for your volunteer / employee file*.</p> <p>Your personal information will be kept safe. We will never pass it on unless we are required by law or it’s a safeguarding issue. You can withdraw your consent at any time by contacting us info@battle-scars.org.uk or 07410 380747 (apart from when it’s required for an employee / employer contract*).</p> <p>Please read our privacy policy on line or ask us for a copy.”</p>
Policy review	
Responsibility	It is the responsibility of the CEO to review this policy unless the task has been delegated to an appropriate volunteer or employee before the policy review date.
Procedure	All volunteers and employees can have input in this policy’s review via their supervision.
Timing	The review must be completed within a month of the review date.