



Centre for Children and
Young People with Disabilities

Canolfan ar gyfer Plant a Phobl
Ifanc gydag Anableddau

DYNAMIC

Centre for Children and Young People with Disabilities

Registered Charity No 1102954

Privacy policy

IMPORTANT: By submitting data to us and/or using our website you give your consent that all personal data that you submit may be processed by us in the manner and for the purposes described in the following privacy policy.

Privacy Policy

This Privacy Policy (together with any other documents you complete with Dynamic) describes Dynamic's current policies and practices with regard to Personal Data collected from you by Dynamic manually or through our website dynamicwrexham.org.uk. This policy also sets out the basis on which any Personal Data you provide to us or which we collect will be processed by us.

The term "Personal Data" refers to personally identifiable information about you and/or your child / young person such as name, birth date, telephone number, email address or mailing address.

For the purpose of the Data Protection Act 1998 (the Act), the data controller is Dynamic Centre for Children and Young People with Disabilities (Company No. 4839002, Registered Charity No. 1102954) of Bradbury House, 23 Salisbury Rd., Wrexham LL13 7AS.

Collection, storage & processing of information

Dynamic will collect, store and process the following data about you and/or your child / young person:

Information you give to us

You may give us information about you by filling in forms at dynamicwrexhamorg.uk (our site) or by corresponding with us by phone, e-mail, in writing or otherwise. This includes information you provide when you register to use our services, subscribe to our 100 Club, promote or apply for volunteer opportunities, or communicate with the Charity to update

us on your child or young person. The information you give us may include your name, address, e-mail address and phone number (and in the case of organisations, such details relating to individual members of their staff); the name, address, e-mail address and phone number of your child

/ young person; personal description and photograph of your child / young person; their medical history (if applicable); and your volunteer profile, CV or work history, skills and volunteering related interests and availability.

Information we collect from you

With regard to each of your visits to our site we may automatically collect the following information:

- technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
- information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time);
- services, charities, postings that you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call us.

Information we receive from other sources

We work closely with other organisations, Local Authorities and Health Services and may receive from them information about you or your child / young person.

Uses made of the information

The purpose for which we process Personal Data held about you may include the following:

Information you give to us.

We will use this information:

- to carry out our obligations arising from any contracts and agreements entered into between you and us, and between us and other commissioners of services e.g. the local authority;
- to provide our services for disabled children, young people and their families;

- to provide services for individuals who wish to volunteer;
- to enable us to provide a safe and secure environment and experience for your child / young person
- to publish on our publicly accessible website, or on partner websites, the name and contact details of the individuals named by organisations as their contacts;
- to keep you informed of any events or fundraising opportunities we may have planned;
- to provide you with our newsletter and information about services we feel may interest you (we will only contact you by electronic means (if possible) if you have completed a registration form for this purpose);
- to notify you about changes to our service; and
- to ensure that content from our site is presented in the most effective manner for you.

Information we collect about you

We will use this information:

- for monitoring to commissioners of services, data analysis, research, statistical and survey purposes;
- to improve our services to ensure that they are the most effective for you and for your child / young person;
- to allow you to participate in the development of Dynamic services;
- as part of our efforts to keep our users safe and secure whilst at Dynamic;
- to make suggestions and recommendations to you and other users of our site about events or services that may interest you or them.
- to promote and evaluate the impact and effectiveness of our services.

Information we receive from other sources

We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

Disclosure of your information

We may share your information with selected third parties including:

- Commissioners of our services e.g. Local Authorities or Health Services.
- Our Funders who require specific information about how money has been spent e.g. The Big Lottery, other grant making bodies or Trusts.

This may include disclosure of information about your child / young person's placement(s), number of times attended, type of disability etc.

We do not disclose information about identifiable individuals to the press or other advertising outlets, without express consent to do so. but we may provide them with aggregate information about our users (eg, we may inform them that, say, 100 disabled children and young people attend Dynamic on any given day).

We may also use such aggregate information to help us attract funding and support.

We may disclose your personal information to third parties:

- in order to comply with any legal obligation to disclose or share your Personal Data to such third parties;
- in order to enforce or apply Terms and Conditions and other agreements; or
- to protect the rights, of everyone accessing, working or volunteering at Dynamic. This includes exchanging information with other companies and organisations for the purposes of fraud protection.

Where we store your personal data

The data that we collect from you may be transferred to, and stored in a digital secure method.

All information you provide to us is stored on secure servers (In the cloud)

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted; and any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Your rights

You have the right to ask us not to process your Personal Data for marketing purposes. We do not intend to use your data for such purposes unless express permission is given by yourself to receive our news and fundraising notices. You can also exercise the right at any time by contacting us at wrexhamdynamic@yahoo.co.uk.

Our web site may, from time to time, contain links to and from the websites of our partner networks and affiliates e.g. AVOW, other voluntary organisations, statutory bodies etc. If

you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any Personal Data to these websites.

The GDPR introduces a right for individuals to have personal data erased. The right to erasure is also known as the “right to be forgotten”

Individuals can make a request for erasure verbally or in writing. Dynamic will respond to a request in within 30 days.

The right is not absolute and only applies in certain circumstances, moreover the right does not apply if processing is necessary in the provision of health and social care services.

Dynamic can refuse to comply with a request for erasure if it is manifestly unfounded or excessive, taking into account whether the request is repetitive in nature. If Dynamic consider the request is manifestly unfounded or excessive it can:

- Request a “reasonable fee” to deal with the request or
- Refuse to deal with the request

In either case Dynamic will justify their decision.

Access to information

Unless otherwise agreed, Dynamic will anonymise the contact details of an individual registered to attend Dynamic, and will retain the full records for 7years after their last contact with us. Following this we will retain on a data base the following information male / female, date of birth, first part of post code, disability, groups attended and start and end dates of attending Dynamic, as an historic record (non identifiable data)

Volunteer records will be kept for 6 years

Staff records will be kept for 6 years

After these periods we will keep a data base of name, dob and length of service to be able to confirm length of employment to future employers and organisations such as is required to confirm all employment .

The Act gives you the right to access information held about you. Upon receipt of your written request and enough information to enable us to identify your Personal Data, we will disclose to you the Personal Data we hold about you. We will also correct, amend or anonymise any Personal Data that we discover is inaccurate and notify any third party recipients of the necessary changes. Any access request in providing you with details of the information we hold about you will be dealt with by us without charge and within a period of 14 days.

Please note that any requests to anonymise Personal Data are subject to any applicable legal and ethical reporting or document retention obligations imposed by us.

Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be made public and, where appropriate, notified to you by e-mail or via our News Letter. Please check frequently to see any updates or changes to our privacy policy.

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to the Charity Manager / Data Protection Officer at wrexhamdynamic@yahoo.co.uk or by post to Dynamic Centre for Children and Young People with Disabilities, Bradbury House, 23 Salisbury Rd., Wrexham LL13 7AS

Updated 6 June 2018