



Disabled Living

Practical solutions supporting disabled adults, children & older people



Bladder & Bowel UK

Supporting people with bladder and bowel problems

part of Disabled Living



Redbank House

Flexible room hire, office space & multi-sensory rooms

part of Disabled Living

Disabled Living's Privacy Policy

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This policy will tell you how we collect and look after your personal data and why. It also tells you your legal rights in terms of the personal data that we hold. We will not collect any personal data that we do not need in order to provide you with these services, and we will not continue to hold this information after we no longer need it.

1. Who we are

We are Disabled Living, an organisation which provides impartial information and advice about products, equipment (assistive technology) and services for disabled adults, children, older people, carers and the professionals who support them. In addition, we support people with bladder and bowel problems through our service, Bladder and Bowel UK.

Disabled Living is a Registered Charity, number 224742 and a Company Limited by Guarantee, number 383902. Our registered office is: Burrows House, 10 Priestley Road, Wardley Industrial Estate, Worsley M28 2LY.

This privacy policy sets out how Disabled Living uses and protects any information that you give us.

Disabled Living is committed to ensuring that your privacy is protected. We only collect personal data about you which is legal and necessary to the services that we provide or for which you give us consent.

2. What do we mean by personal data?

Personal data is information that identifies you.

The personal data we collect may be:

- Your name, address, email address and phone number
- Additional data, such as your equalities information and detailed information about you and your needs.
- Photographs or videos of you, with your consent.

2. Why do we collect information from you?

In order for us to deliver the most relevant services, we need to collect and hold your personal data.

We collect your data for the following purposes:

- To provide information about our current services and those in development.
- To provide information about events and training.
- To consult with you and receive your valuable contribution on a diverse range of subjects.
- To send you our newsletters.
- For statistical reporting.
- To process an order, payment for our service or donation you have made.

- To carry out our obligations with you in respect of a contract entered into by you and us we review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.
- We also use personal data, particularly images, to share and promote our work.

Photographs and films

We often take photographs and film at our sessions and events that may be used by Disabled Living for our website/s, flyers, publicity. We will only share photos of you and/or data about you with your prior permission. (We will also check with you first that you are happy for us to take your photograph or film).

Occasionally organisations that work in partnership with us, fund us or want to tell people about our work may also wish to use film or photographs but we will only do this by providing you full details and gaining your consent prior to sharing.

If you are unhappy about this, please tell us. We will make sure that we do not take any photographs/films of yourself and that you will not appear in any group photographs or films that may be used in our publicity.

You can do this by speaking to a Disabled Living staff member on the day of an event/project or by writing to us via email at info@disabledliving.co.uk or by calling us on 0161 607 8200.

Children aged 16 and under

Children aged 16 or under should seek the permission of a parent or guardian before providing personal information.

4. How do we collect information from you?

You may give us your personal data by:

- Filling in one of our forms, on our website or a hard copy
- Signing up to our email newsletter
- Telling us about your details over the phone or email, or in another way that you choose
- Attending one of our events and having photographs or videos taken of you

When we ask you for this data, we will always tell you why, and we will ask you to confirm that you are happy for us to collect it.

We may use your information to:

- Contact you with the information you have specified an interest in

5. Who has access to your information?

We do not sell information to third parties. We do not share information with third parties.

We will never pass on your personal data to anyone else or any other organisation without your consent. We would only ever pass on your data to another organisation if we were required to do so by law, in the circumstances detailed below:

1. Where we are legally required by law to disclose your personal information, for example, a matter concerning safeguarding.
2. To further fraud protection and reduce the risk of fraud.

We may have to share common information with third parties who are working on our behalf for example companies who are processing payments on our behalf or who provide us with software we utilise to store data, such as accountancy information, our bank, our data systems. They are only provided with the information required in order to undertake their services to us and are not permitted to utilise any of this information to carry out their own marketing.

6. Your choice about information we keep about you

Under the law, you have the right to ask us not to use your data for marketing purposes or to share it with partner organisations. You also have the right at any time to ask us what personal data we are holding about you, and to correct or delete this data, with the exception of criminal data.

You can ask us to remove your personal information at anytime. You can do this by writing to us via email to info@disabledliving.co.uk or by post to Burrows House, 10 Priestley Road, Wardley Industrial Estate, Worsley M28 2LY.

We will remove the information and show that we have done this if you ask us

7. How we keep your information safe

We ensure that we are keeping your data safe and secure by putting appropriate security measures and systems in place and training our staff. For example, we keep data electronically on a secure, password-protected server, backed up by a reputable cloud back up service that processes data within European Law. All information about our clients and staff are kept locked and electronically password protected.

We train all of our staff who are likely to come into contact with your data to understand how they should process it and ensure it is always safe and accurate.

Data breaches

If someone gets hold of your private information from our database and we don't know about it, we will immediately review how we store information to find out what might have happened. If someone gets hold of a lot of private information, we will tell the Information Commissioner's Office.

Our Emails

All the emails we send from Disabled Living have addresses ending @disabledliving.co.uk Any opinions expressed in emails sent from Disabled Living are those of the individual and not necessarily the organisation.

Emails and any files transmitted with them are confidential and solely for the use of the intended recipient.

If you are not the intended recipient or the person responsible for delivering emails to the intended recipient, be advised that you have received an email in error and that any dissemination, distribution, copying or use is strictly prohibited.

If you have received an email in error, please accept our apologies for our mistake. To let us know an email has gone astray please send it back to info@disabledliving.co.uk. If you are concerned about the content of this message, please email info@disabledliving.co.uk

8. Cookies and websites

Cookies

If cookies are used they will only be used to assist the purposes set out in this privacy policy, but cookies will not be used if we do not consider them to be necessary. If you prefer not to receive cookies, you can adjust your internet browser to refuse cookies or to warn you when cookies are being used. This site will work more efficiently if receipt of cookies is enabled but it will still operate correctly if you disable cookies.

Links to other websites

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

9. How to get in touch

If you have any queries, you can contact with us about anything in this policy:

By email: info@disabledliving.co.uk

By phone: 0161 607 8200

By post: Burrows House, 10 Priestley Road, Wardley Industrial Estate, Worsley M28 2LY