



# Data Privacy Policy

Monitoring and updating	
Date Policy was reviewed:	February 2026
Signed by: (printed name and signature)	Leah Collins
Date of next review:	February 2027

## Introduction

SENDSenses take data privacy very seriously. We are committed to protecting your information and being transparent about the data we collect, use and store.

SENDSenses is a registered charity (no.15131721) We are a "data controller" for the purposes of the EU General Data Protection Regulation 2016/679 ("Data Protection Law"). This means that we are responsible for, and control the processing of, personal information.

This Privacy Policy sets out how SENDSenses handles the personal data of participants in our sessions, as well as parents, carers, supporters, suppliers, staff, volunteers and other third parties. It applies to all personal data processed, regardless of the medium on which that data is stored, whether it relates to past or present employees, clients or any other data subjects.

### 1. The type of personal information we collect

We currently collect and process the following information:

- Name, title, National Insurance number, email address, phone number, postal address and date of birth.
- Medical conditions for children and young people attending our sessions to better understand their health needs.
- Details of criminal offences for staff and volunteers to comply with child protection and safeguarding standards

### 2. How we get the personal information and why we have it

Most personal information we process is provided directly by you through email, phone our website or in person, for one of the following reasons:

- To take part in our sessions
- To sign up for our mailing list, apply for a job or volunteer opportunities or make a donation.
- Interactions via third parties: for example, if you provide a donation through a third party such as gofundme.com or eventbrite and provide your consent for your personal information to be shared with us.
- Information that is available to the public: in order to tailor our communications with you to your background and interests we may collect information about you from publicly available sources.

We use the information to safely deliver sessions and activities, maintain a record of our relationship, provide important information about our work and how you can support us, administer employment or volunteering arrangements, report on and share the impact of our work.

We will never share this information with other organisations for their marketing or commercial purposes. We may disclose your personal information to third parties to help us communicate to you or to deliver a service you have requested or share your personal data in order to comply with any legal obligations.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

1. Your consent. You are able to remove your consent at any time. You can do this by contacting SENDSenses, Leah Collins or Jazuela Wall at [sendsenses@gmail.com](mailto:sendsenses@gmail.com).
2. We have a contractual obligation.
3. We have a legal obligation.
4. We have a vital interest.
5. We need it to perform a public task.
6. We have a legitimate interest.

### 3. How we store your personal information

Your information is securely stored.

We ensure that your personal data is stored securely using modern software that is kept-up-to-date. Access to your personal data is limited to our staff and volunteers who need access to it. When personal data is deleted it is done so safely such that the data is irrecoverable.

SENDsenses commits to develop, implement and maintain safeguards appropriate to our size, scope and business, our available resources, the amount of Personal Data that we own or maintain on behalf of others and identified risks (including use of encryption and Pseudonymisation where applicable). We will regularly evaluate and test the effectiveness of those safeguards to ensure security of our Processing of Personal Data.

For staff and volunteers, we ensure they:

- Implement reasonable and appropriate security measures against unlawful or unauthorised Processing of Personal Data and against the accidental loss of, or damage to, Personal Data.
- Exercise particular care in protecting Sensitive Personal Data from loss and unauthorised access, use or disclosure
- Follow all procedures and technologies we put in place to maintain the security of all Personal Data from the point of collection to the point of destruction.
- Only transfer Personal Data to third-party service providers who agree to comply with the required policies and procedures and who agree to put adequate measures in place, as requested.
- Maintain data security by protecting the confidentiality, integrity and availability of the Personal Data, defined as follows:
  - (a) Confidentiality means that only people who have a need to know and are authorised to use the Personal Data can access it.
  - (b) Integrity means that Personal Data is accurate and suitable for the purpose for which it is processed.
  - (c) Availability means that authorised users are able to access the Personal Data when they need it for authorised purposes.

#### **4. Retaining your data**

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.

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 or to comply with any relevant legal reasons. We may choose to delete your data at any time without notice to you should we determine that we do not need to retain your data any longer. When personal data is deleted it is done so safely such that the data is irrecoverable.

#### **Photographs**

Photographs are kept in perpetuity, unless deleted by SENDsenses. Consent for is freely given for use across our digital and print content, including with third-party platforms, for the specific purpose of SENDsenses. You can ask SENDsenses to stop using your image at any time, in which case they will not be used in future publications and/or used on the website, but that these images may continue to appear in print and digital publications already in circulation/the public domain. To request this, please email [sendsenses@gmail.com](mailto:sendsenses@gmail.com)

#### **Your data protection rights**

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [sendsenses@gmail.com](mailto:sendsenses@gmail.com) if you wish to make a request.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [sendsenses@gmail.com](mailto:sendsenses@gmail.com) to Leah Collins.

You can also complain to the ICO if you are unhappy with how we have used your data. Helpline number: 0303 123 1113 / ICO website: <https://www.ico.org.uk>

The ICO's address:  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF