



Disablement Association Hillingdon
DASH Reg Charity No: 1093818
Reg Company No: 4204456

Privacy Policy

Who we are

We are Disablement Association Hillingdon, more commonly known as DASH, whose office is at Wood End Centre, Judge Heath Lane, Hayes, UB3 2PB. We have activities throughout Hillingdon but all are part of our organisation.

DASH is committed to protecting and respecting your privacy and security. Whenever you provide us with your personal information we will treat that information in accordance with this statement, our terms and conditions and current data protection legislation.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. This statement may change from time to time, so please check this page periodically.

Who will see your personal data

- We promise not to share your details with any other organisation unless there are immediate concerns about potential abuse or physical harm or where an indictable offence may have been committed. Then, and only then, we may share details with the relevant agencies upon the authorisation of the Chief Officer (or other senior manager) of DASH.

In providing assistance through our Information, Advice and Advocacy Services we may need to contact other agencies on your behalf – your signed authorisation will always be sought before we do this.

- We will never give your data away or sell it to anyone.

What information do we keep and why?

- We process personal data relating to clients, staff, volunteers and trustees of our organisation. This is to allow us to offer services and help and guidance to our clients and to be able to keep people up to date with our work and plans.
- If you are in receipt of one or more of our services we will hold your data for six years after you cease to receive a service. At this time all paper records will be destroyed and computerised records will be anonymised.
- If you are a supporter of DASH we will hold information about your donations for 6 years after you stop supporting us, or as soon as you withdraw your consent we will anonymise your data. This means that details of your donations will be kept but your personal data will be deleted. This is for historical and statistical purposes only and it is not possible to identify an individual from this data.

Unsubscribing from communications or changing the way you wish to hear from us

- You can unsubscribe from communications from us at any time by writing to us at DASH, Wood End Centre, Judge Heath Lane, Hayes, UB3 2PB emailing us at info@dash.org.uk or by telephoning us on **0208 848 8319**.
- If you change your preferences of the way you would like to hear from us, eg you would prefer to receive an email rather than by post, you can do so by either emailing us at info@dash.org.uk or telephoning us on 0208 848 8319.

Security

- When you give us personal and/or sensitive information we take steps to ensure that it is treated securely and with respect. Information will be held on our database hosted by our partner organisations, Dizions Ltd, and we have satisfied ourselves that their practices are compliant with this privacy statement and current data protection legislation.

Your rights

- You have the right to ask to see any data that DASH holds about you in either paper or computerised formats. You should put your request in writing to:

George Smith, Privacy and Data Controller
DASH
Wood End Centre, Judge Heath Lane, Hayes UB3 2PB

- We will respond to your request within 30 days.
- You have the right to expect the data we hold about you to be accurate and can ask for any inaccuracies to be corrected.
- You have the right to erasure of personal data (aka the 'right to be forgotten').
- You have the right to lodge a complaint and can do so by writing to:

Angela Wegener, Chief Officer
DASH
Wood End Centre, Judge Heath Lane, Hayes UB3 2PB

Or you can email us on info@dash.org.uk or call **0208 848 8319** and speak to one of our staff who will put you in touch with a member of the senior management team who will oversee your complaint.

Alternatively, you can contact the Information Commissioners Office on 0303 123 1113.

Use of 'cookies' on our website

- Like many other websites, the DASH sites use cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and does not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve the site and deliver a better more personalised service. It is possible to switch off cookies by setting your browser preferences. For more information on how to switch off cookies on your computer, visit the AboutCookies website. Turning cookies off may result in a loss of functionality when using our site.

What happens when visitors link to another site?

- Our site contains links to other websites. This privacy statement applies only to our site, so visitors should always be aware when they are moving to another site and read the privacy statement of any site which collects personal information. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our site.

16 or Under


- If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide personal information to the site. Users without this consent are not allowed to provide us with personal information.

Contact Us

- If at any time you would like to contact us with your views about our privacy practices, or with any enquiry relating to your personal information, you can do so by sending an e-mail to **info@dash.org.uk** or telephoning us on **0208 848 8319**.

DASH is a registered charity (number 1093818) and company limited by guarantee (number 4204456). The registered address is Wood End Centre, Judge Heath Lane, Hayes, UB3 2PB.

SIGNED BY:

T. TONKMOR  TRUSTEE

DATE:

29/5/18