

## **Privacy Policy**

VASD stands for Voluntary Aid for Surrey Disabled. We're part of the Queen Elizabeth Foundation for Disabled People (QEF). This is our privacy policy which explains how and why we collect information about you and what we do with it.

### **What information might we hold about you?**

- If you buy or loan something from us or rent our holiday home, we may hold information such as your name, address, telephone number, email and date of birth.
- We may hold sensitive personal information such as your weight (particularly if this affects the type of equipment we provide to you) and your health, including conditions you have and how they might affect you.
- Information regarding the outcome of any assessment we provide and reports summarising these outcomes including medical references.
- We hold information about the services that we provide to you (including for example, the things bought or loaned, when and where, how much you paid, the way you used our service, and so on);

Please note that we may need you to share your personal information with us to provide you with our services.

### **What are our lawful grounds for processing your information?**

- When you purchase something from us or agree a holiday rental you are entering into a contract. We need to process your information to manage payment and if applicable to arrange delivery.
- We need to process some information as part of our legal obligation, for example if you have declared a VAT exemption we need to record this for HMRC.
- We will ask your consent to use data you provide to us such as images, quotes and identifying information.
- We process some pieces of information on the basis that it is in our legitimate interests. For example, we process anonymised data about purchases, rentals and advice given. We may also process anonymised data about age, gender and condition to monitor equal opportunities.

### **How do we use your personal information?**

We use your personal information to:

- Offer you the services that you have requested from us;
- Process a purchase, rental or donation you have made with us;
- Provide you with customer service;
- Improve our service to you;
- Report to our funders or to apply for funding.

### **How long do we keep your data?**

- We keep records of purchases and rentals (but NOT card details) for 7 years in line with our obligations to HMRC.

## **How do we ensure your information is kept safe?**

- We keep our paper-based records in locked cabinets and our electronic records on a secure server.
- We limit access to your records so that only the people who need to see it can do so.
- We check someone's identity before giving them your information over the phone.
- We safely dispose of your data when we no longer need to hold it.
- We will only give your data to someone outside of the EU with your consent.

## **How and why might we share your information?**

We might share assessment notes or details of equipment we have provided to you with other health, education or local authority professionals who are working with you. We will ask for your consent to do this.

We need to share information about you when we are working in partnership with another organisation to provide a service to you or to protect our own rights. For example, we sometimes work with property management and maintenance companies to provide help and assistance to holidaymakers renting our holiday home. They may ask us for your contact details so that they can resolve any problems you are having during your stay.

We share your name and address with delivery services to send you products you've purchased, information you've requested, or to collect items being returned.

Sometimes we may be required to share your personal data by law, for example if we are asked to do so by the police. We won't share your personal information with anyone else, including online, without your consent.

## **Your rights**

You can ask us to:

- Give you access to the data we hold about you.
- Change your permission about what we can do with your data.
- Correct information we have about you.
- Transfer information we have about you to someone else.
- Stop using your information.
- Delete your information.

Sometimes we might have to hold your information for a legal reason and you can ask us to explain this. If you would like to do any of these things, or if you would like to ask us about your data protection and privacy, please contact us at [info@vasd.org.uk](mailto:info@vasd.org.uk) or write to us at VASD, Leatherhead Court, Woodlands Road, Leatherhead, Surrey, KT22 0BN

We don't use automated decision-making programs or software.

You can complain to the Information Commissioner's Office about our collection and use of your personal data. They can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, [www.ico.org.uk](http://www.ico.org.uk)

## **Changes to our privacy notice**

We review our privacy notice regularly and publish any updates on this web page. This privacy notice was last updated on 26<sup>th</sup> November 2020.