



## **Data Privacy Notice**

The new General Data Protection Regulation (GDPR) comes into effect from 25<sup>th</sup> May 2018. Therefore, we have updated our privacy notice so that we can make you aware of how we store and use the personal data you share with us.

We are Beams, also known as Beams and all services operated within the Charity including;

- Short Breaks Services
- Family Advice Service
- Payroll Service
- Direct Payment Support Service
- Dragons Retreat Short Break Unit
- Fundraising and Marketing

We are committed to maintaining the trust and confidence of our service users. We want you to know that we will not sell or trade personal information that we hold on anyone.

So that our position is clear, in this Privacy Notice we have included information on when and why we collect personal information, how we use it, conditions under which we may disclose it to others and how we will keep it secure.

### **What information do we collect?**

We collect information when you register with us or book onto a service or a fundraising event. We also collect information when you complete surveys and provide feedback.

Personal information is any information used to identify you. This could be your name, phone number and email address.

### **How will we use the information about you?**

There are different reasons why we might need your personal information – the main ones are:

- Provide you and your children with support
- Understand and provide appropriate levels of care
- Process payments on your behalf
- Process employment records and payments

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- Monitor a Direct Payment Account
- Process your donations to us
- Register you for an event.
- Inform you of services and fundraising events that we can offer you
- Contact you if we need additional information to offer the correct support to you.
- Check with you that our records are correct and that you are happy with our services

## Sharing Information

We may share your information with, and obtain information about you from Third-party other professionals. This will depend on the service we provide to you.

## Direct Payment Support Service Users

So that we can support you properly we may need to share some information with;

- Kent County Council who fund your Direct Payment
- Payroll providers used by you
- Insurance companies and Legal Advisors
- Organisations authorised by you for us to deal with to provide support to you

You will need to give your consent to the sharing of any personal information and we will ensure that these other professionals are protecting your information.

## Website

When someone visits [www.wearebeams.org.uk](http://www.wearebeams.org.uk) we use a third party service called Stat Counter Analytics to collect information to help us improve the website and service offered. We need to know the number of visitors to the various parts of the site, and which pages are useful to parents or service users. This information is processed in a way which does not identify anyone. We do not allow Stat Counter Analytics to make any attempt to find out the identities of those visiting our website.

## Cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie does not give access

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to your computer or any information about you, other than the data you choose to share with us.

Our website will give you the opportunity to act before cookies are set on a first visit to our site. There will be a notice warning that cookies are used and that you can block them, however if you continue to browse this will be deemed valid consent via affirmative action.”

If you change your mind you can reverse the process when you browse our website.

If you wish to restrict or block web browser cookies which are set on your device then you can do this through your browser settings; the Help function within your browser should tell you how. Alternatively, you may wish to visit [www.aboutcookies.org](http://www.aboutcookies.org), which contains comprehensive information on how to do this on a wide variety of desktop browsers.

### **E-Mail Services**

We use a company called Mail Chimp and Survey Monkey which is a provider of e-mail services when we contact you and send information about the Charity, our services and surveys via e-mail. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-bulletins. For more information, please see MailChimp and Survey Monkey’s privacy notices.

You can unsubscribe to general mailings at any time clicking the unsubscribe link at the bottom of any of our emails.

### **Access to your information**

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of this then please email [admin@wearebeams.org.uk](mailto:admin@wearebeams.org.uk) or write to us at

Data Protection Officer  
We are Beams  
Allsworth Court  
38/40 St David’s Road  
Hextable  
Kent  
BR8 7RJ

### **Changes to our Privacy Notice**

To make sure that we are up to date we reserve the right to make changes and updates to the privacy notice without giving you notice as and when it is needed.

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The most up to date Privacy notice will be posted on our website so that you can access it at anytime.

### **Data Protection Officer**

The DPO can be contacted either at the address above or by e-mail [dpo@wearebeams.org.uk](mailto:dpo@wearebeams.org.uk)

Any formal complaint will be deal with within 2 working days.

Katrina Adams  
Head of Charity  
May 2018