

## Our Privacy Policy:

***Your information: what we hold, how we use it and to keep it confidential and secure.***

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This privacy notice tells you about information we collect and hold about you, what we do with it, how we will look after it and who we might share it with. It covers information we collect directly from you or receive from other individuals or organisations.

This notice does not provide an exhaustive detail. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address: Bright Lives Social Enterprise C.I.C Abbots Activity Centre 39 Ladbrook Drive 39 Ladbrook Drive Colchester Essex CO2 8RW or emailed to us at [info@brightlives.org.uk](mailto:info@brightlives.org.uk)

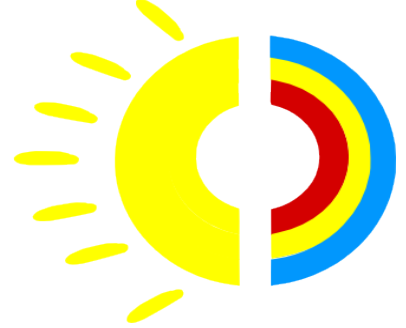
**Bright Lives Social Enterprise C.I.C is registered with the Information Commissioner, Registration Number ZA079434 and the data controller is Michael Jones, CEO Bright Lives.**

### **Personal information we collect and hold about you:**

We store personal details such as your name, address, job title, telephone numbers, email addresses, phone numbers and your relationship to the people we support. We also hold demographic location such as postcode, preferences and interests and other information related to customer surveys and/or offers. We do not hold any sensitive personal data.

### **What is the legal basis for processing your information:**

For us to process your data you need to give us your consent to do so. So, we can be sure we have your consent we have a double-opt out consent process. This means after you request to receive information you will be sent an opt-in confirmation email to confirm you consent to be included in our database.



## **What we do with your information:**

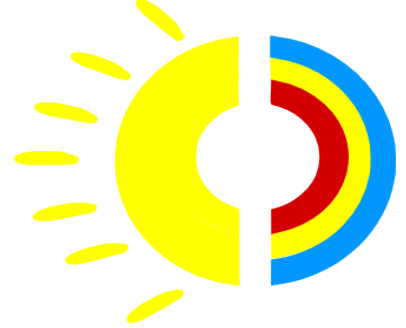
- To keep you updated on what we are doing at our services and any other information we think would be of interest to you. This will include newsletters, emails, events and meeting dates.
- To obtain feedback from you on how we are performing so that we can improve the services provided to the people we support.

## **How we use cookies:**

- We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website
- In order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.
- 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 in no way gives us access to your computer or any information about you, other than the data you choose to share with us.
- You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

## **Links to other websites:**

Our website may contain links to other websites of interest. 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.



## **How your personal information is kept safe and secure:**

Your data is also held on secure central servers within Microsoft office 365 servers and backed up on a further server with a drop box, all data is password encrypted. Hard copies of all application forms are held in a secure filing cabinet in an office with further secure and two secure locks. The office is monitored 24 hrs a day by a security camera and alarm system to ensure security at all times. We keep a record of all files that are read and by who.

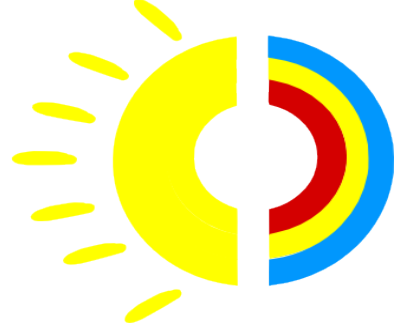
## **Who we share your information with:**

Bright Lives is committed to ensuring that your privacy is protected We will not sell, distribute or lease your personal information to third parties unless we have your permission, or we are required by law to do so.

## **Your right to be forgotten:**

You may choose to restrict the collection or use of your personal information in the following ways:

- Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes We include an unsubscribe option on the emails we send to you. You can stop receiving emails from us at any time by clicking unsubscribe from the email. If you wish your data to be removed from all our data sources,
- If you wish your data to be removed from all our data sources, please email us at [info@brightlives.org](mailto:info@brightlives.org) or write to us and we will remove you from all data sources at Bright Lives Social Enterprise C.I.C



## **How long we keep your information:**

We will continue to hold your data whilst we operate care and support services that we believe you may be interested in hearing about.

## **How can you access personal information held by us:**

We have policies in place to enable you to access your data at any time. The right to access includes both the information and any uses which we might have made of the information. If you wish to access your data, please contact us at Bright Lives Social Enterprise C.I.C 39 Ladbrook Drive Colchester CO2 8RW or emailing us at [info@brightlives.org.uk](mailto:info@brightlives.org.uk)

If you believe that any information we are holding on you is incorrect or incomplete, please write or email us as soon as possible.

## **How do we keep our privacy policies up-to date:**

We review our data protection policies and privacy notices every 3 years or unless a review is identified as part of audit or is required more frequently as directed by author, dictated by legislation or contractual requirements.