

ADKC Privacy Policy



Action Disability

*Kensington & Chelsea
A Centre for Independent Living*

Our contact details

Action Disability Kensington & Chelsea
The ADKC Centre
Whitstable House
Silchester Road
London
W10 6SB

0208 960 8888

adkc@adkc.org.uk

This policy describes why we collect personal information, how this information is used, how it is stored and your data protection rights.

The type of personal information we collect

We currently collect and process the following information:

- Your name and contact details, which may include your address, phone number and email address
- Your date of birth and any other demographic information you choose to share with us
- Details of any access needs or impairment information you choose to share with us
- Communications with us, including by email or phone. These may relate to enquiries, feedback, or a service we are providing
- Information relating to your case, in the event that you are using one of our advice services. This may include sensitive information and documents

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To provide you with the service or support you have asked for
- To keep records of your case or enquiry

- To send you regular updates, communications and information about our services
- Requesting your feedback or input on the services we provide
- Requesting participation in research or surveys
- Inviting you to events
- Responding to any requests, complaints or enquiries you make to us
- Processing job applications or applications to volunteer with us

We use the information that you have given us in order to provide you with ADKC services and keep you updated about our activities.

We will not share this information without your consent. We will only ask for your consent to share information if there is a legitimate reason to do so, for example:

- When delivering case work, we may ask your permission to share your information with a 3rd Party, such as the Council or the DWP, if it is necessary for your case;
- Asking to use your information in a case study or for campaigning purposes;
- To raise awareness of a particular issue, with your consent

We will never sell your information. Nor will we share it with 3rd parties for marketing purposes.

Under the UK General Data Protection Regulation (UK GDPR), we believe the following lawful bases are relevant for our processing of your information:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting us using the details above**
- (b) Legal obligation. Where necessary so that we can comply with a legal or regulatory obligation to which we are subject**
- (c) Vital interest. Where there is a safeguarding concern or health emergency.**

How we store your personal information

Your information is securely stored in our online case management system and database (Charitylog). Paper records are stored in locked filing cabinets and are gradually being phased out.

We keep case records for 6 years. We will then dispose your information by shredding paper documents and deleting electronic records.

We keep your personal information on our Member's Database on an ongoing basis, in order to continue to provide communications and information. Your information can be removed at any time if you withdraw consent.

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 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 using the above contact information 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 chiefexecutive@adkc.org.uk or using the above contact information.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>