

Usher Kids UK Privacy Policy

Usher Kids UK is a support organisation for children affected by Usher syndrome and their families. Our office is c/o 16 Heathfield Avenue, Stockport, SK4 4QJ.

Here at Usher Kids UK we take your privacy seriously and promise to keep your details secure.

This policy explains how we use your personal information and the reasons for keeping it, as well as your rights under the new General Data Protection Regulation.

How do we collect information from you?

We obtain information about you, for instance when you use our website, when you contact us about services, when you attend one of our events, if you make a donation, or if you register to receive one of our newsletters.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, and information regarding what website pages are accessed and when. We may also hold special categories of personal data based on the information you have provided about your child's condition.

Who has access to your information?

We will not sell or rent your information to third parties. In the future it is possible that we may share your information with third parties such as MailChimp or SurveyMonkey in order to send you marketing communications or to canvass your opinion.

Your personal information will not be shared with any other organisation or third party providers unless you specifically authorise this.

We work closely with other charities to address the needs of Usher children and their families. In the future those other charities may request access to our network of families in order to direct or offer their services to you. In those instances, Usher Kids UK would first request permission from families on our database before passing on details to other organisations.

How is your information used?

We may use your information, with your explicit consent, to:

- process and administer your request for attendance at events and activities or to receive newsletters;
- send you communications which you have requested and that may be of interest to you. These may include information about events, research, campaigns or appeals;
- seek your views or comments on the services we provide;
- notify you of changes to our services;

Where you have indicated to us that you prefer to be contacted by telephone or post, we will do so on the basis of pursuing our legitimate interests in providing you with a service or information.

We review our retention periods for personal information on a regular basis. We will hold your personal information on our systems for as long as you continue to use our services. Once you have indicated that you no longer wish to receive our services, your information will be held on a suppression file to ensure that you don't receive further communications from us.

Your choices

You have a choice about whether or not you wish to receive information from us. If you wish to receive newsletters and other communications from us by email about our exciting services and events, we will be relying on you giving us consent about how and why we contact you. You can withdraw this consent at any time either by emailing info@usherkidsuk.com or contacting:

Usher Kids UK, c/o 16 Heathfield Avenue, Stockport, SK4 4QJ.

The above contact details also apply if you wish to unsubscribe from any postal or telephone communications.

We will not contact you for marketing purposes by email or text message unless you have given your prior consent. We may contact you for marketing purposes by post or telephone in order to pursue our legitimate interests unless you have indicated that you do not wish to be contacted in this way. You can change your marketing preferences at any time by contacting us at info@usherkidsuk.com

Your rights

- The accuracy of your information is important to us. You can update or correct your personal data by contacting us.
- You have the right to access the information we hold about you by making a 'Subject Access Request' (by email to info@usherkidsuk.com)
- In certain circumstances, you have the right to ask us for the data we hold about you to be erased.
- In certain circumstances, you have the right to ask us to restrict the processing of your personal data.
- You have the right to object to the processing of your data if
 - It is being processed based on legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling);
 - The communication is direct marketing (including profiling)

- It is being processed for purposes of scientific/historical research and statistics.
- You have the right to data portability, which allows you to obtain and reuse your personal data for your own purposes across different services.

If you want to know more about your rights under the General Data Protection Regulation, or if you are unhappy with the way we have handled your information, you can visit the Information Commissioners Office website at www.ico.org.uk or contact their helpline on 0303 123 1113.

Our security precautions

When you give us personal information, we take steps to ensure that it's treated securely. All information you give to us is stored on secure servers and encrypted laptops are used when processing data.

Non-sensitive details (your email address etc.) are transmitted normally over the internet, and unfortunately this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee its security during transmission. Once we receive your information, we make every effort to ensure its security on our systems.

Use of 'cookies'

Like many other websites, the Usher Kids UK website uses 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 do not identify you as an individual. This helps us to improve our website and deliver a better, more personalised service. You don't have to consent to website cookies if you don't wish to do so.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit.

Children

We are concerned to protect the privacy of children. If you are a child and wish to access our services, then we will seek your consent to process your personal data. Your rights under the General Data Protection Regulation as a child are the same as those for an adult and are set out earlier in this document.

Transferring your information outside the European Economic Area (EEA)

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the EEA. For example, this may happen if any of our servers are located in a country outside of the EEA. This would be for the sole purpose of maintaining our website.

If we transfer your information outside of the EEA in this way, we will take steps to ensure that appropriate safeguards are in place and security measures are taken, e.g. any contracts we enter into contain 'sufficient guarantees' that the requirements of the GDPR will be met and your privacy rights continue to be protected as outlined in this Policy.

Review of this Policy

We keep this policy under regular review. This Policy was last updated in May 2018.

If you have any questions regarding this policy or how we use your personal information, please email info@usherkidsuk.com or contact:

Usher Kids UK, c/o 16 Heathfield Avenue, Stockport, SK4 4QJ