



# **SOLIHULL DOWN SYNDROME SUPPORT GROUP**

## **Solihull Down Syndrome Support Group Privacy Policy**

### **Introduction**

This policy describes how we collect, use and look after the information you provide us. Our Privacy Policy only relates to personal data collected and stored by Solihull Down Syndrome Support Group via:

- the website Enquiry Submission Form.
- Emails.
- Membership database.
- Phone call.
- Social media communication including Facebook Messaging.
- Meetings (including face-to-face and virtual meetings).

We look after your details carefully. We adhere to the requirements of the UK Data Protection Act 1998 and we are compliant with the GDPR policy from 25th May 2018.

### **Use of Personal Information**

Solihull Down Syndrome Support Group collects data under the Legal Basis of "Performance of a contract" to which the data subject is partly, or to take steps prior to entering into a contract at the request of the data subject." as well as "Consent" of the data subject. Personal information provided to Solihull Down Syndrome Support Group via our website enquiries form, Facebook pages, email, and telephone contact may be used for

- Administering a Membership
- Communicating supporting resources for our members
- Communication about forthcoming events including meetings and charitable fundraising.

### **Your Consent**

By providing your personal data to Solihull Down Syndrome Support Group you consent to the processing of such data by Solihull Down Syndrome Support Group as described in this Privacy Policy.

### **Use of Data and Opting - In**

During your membership Solihull Down Syndrome Support group will make contact with you via the means listed above in the following ways:

We will send you the communication as follows:

- Membership Emails and Payment Reminders
- Activity group information
- SALT sessions
- Newsletters
- Fundraising appeals
- School sessions
- Social media including Facebook Messaging

By 'Opting In' during your membership you are agreeing to be contacted by Solihull Down Syndrome Support Group for the reasons detailed above.

We do not pass your details to third parties. Upon finishing your membership with Solihull Down Syndrome Support Group correspondence from us will largely cease. Solihull Down Syndrome Support Group will keep your data for up to 7 years unless it is specifically requested to be removed from our systems. If at any time you want to alter your preferences or request that Solihull Down Syndrome Support Group stop communication with you then you should contact us as described below.

### **Accessing your Personal Data held by Solihull Down Syndrome Support Group**

You have the right to ask Solihull Down Syndrome Support Group in writing, for a copy of all the personal data held about you. This is known as a 'data subject access request'. Upon request, we will collate the data requested and send it to you within the 30-day maximum period as stipulated by GDPR May 2018.

Please apply in writing to  
Tracy Hunt  
SDSSG SGroup Coordinator  
% 50 Hawksworth Crescent  
Birmingham  
B37 6UL

### **Verifying, updating, and amending your personal information**

We aim to keep your records as up-to-date as possible. If, at any time, you want to verify, update or amend your personal data or preferences please contact us in writing at the above address or by email on [tahunt1974@gmail.com](mailto:tahunt1974@gmail.com)

Please allow up to 10 working days for us to amend your details.

For more information on GDPR please visit:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>

Policy agreed May 2021.

Policy to be reviewed August 2023.