

PRIVACY POLICY

Wolverhampton Rheumatology Support Group are committed to protecting and respecting your privacy.

This policy explains when and why we collect personal information from members and people showing an interest in our support group. How it is stored and who it may be shared with.

We may change and update this policy from time to time, so please check our website to ensure you are happy with the changes. Should you have any question about our Privacy Policy please contact us via our website www.wrsg.org.uk

Alternatively, you may contact a us by ringing any number listed on our website and or newsletter.

WHO WE ARE

Wolverhampton Rheumatology Support Group is a group which offers support and friendship to anyone with any form of Arthritis, we also offer support to family, friends and carers. The group is run by volunteers.

HOW WE COLLECT INFORMATION?

We collect information when you request information about our group and or when you become a member.

WHAT TYPE OF INFORMATION DO WE COLLECT?

Personal information we collect may contain your name and address, email and a contact telephone number along with your date of birth. We may also collect information regarding your health condition for safety reasons, as per Health and Safety Requirements.

HOW IS YOUR INFORMATION USED?

The information we collect is to enable us to post our Newsletter to you. Our membership renewal and if necessary to inform of times and dates of group outings, if the details have not been published in the newsletter. Only committee members have access to your details. We may use your contact details to provide you with information if we think it may be of interest to you.

Email/text/Phone/Post

We will only communicate by email, text, post and telephone if you have explicitly provided your prior consent.

You may withdraw your consent at any time by contacting the group secretary.

HOW LONG IS THE INFORMATION KEPT FOR?

Your information will only be kept for as long as you are a group member. It may also be kept for a maximum of five years, if you have indicated you wish to take a break from the group.

We may review our retention period from time to time.

WHO HAS ACCESS TO YOUR INFORMATION?

The group committee members have access to your personal information. We do not share any personal information with third party organisations.

LAWFUL PROCESSING

Data law requires us to have one or more lawful reason to process your personal information.

We consider the following to be relevant grounds:

Specific Consent

Where you have provided specific consent to us to use or pass on your personal information in a certain way, such as to send you email, text and/or telephone. Alternatively, you may also consent to have your details sent to a guest speaker in order for them to visit or speak to you in your own home.

Legal obligation

Where necessary so that we can comply with a legal or regulatory obligation, for example where we are ordered by a court or regulatory authority like the Charity Commission.

Vital interests

Where it is necessary to protect life or health (for example in the case of medical emergency whilst you are in our care at one of our events.) or a safeguarding issue which requires us to share your known medical information with the emergency services.

Legitimate interests

Where it is reasonably necessary to achieve our groups legitimate interest, and as long as what the information is used for is fair and does not impact your rights.

We consider our legitimate interests to be running Wolverhampton Rheumatology Support Group which is a charitable organisation to offer support and friendship to our members.

For example to:

- send postal communications which we think will be of interest to you
- enhance or improve our services /communications for the benefit of our members.
- understand better how members/potential members interact with our website.

YOUR RIGHTS

Under UK data protection law, you have certain rights over the personal information that we hold about you. Listed here are rights that we think apply:

Right of access

You have a right to request access and or a copy of the personal data that we hold about you. We will provide you with this unless legal exceptions apply. Should you require access to your information please put your request in writing to our group secretary.

Right to have your inaccurate personal information corrected

You have the right to have inaccurate or incomplete information we hold about you corrected. if you change postal/email address, or if you believe any of the other information we hold is inaccurate or out of date, please contact us via email or post.

KEEPING YOUR INFORMATION SAFE

When you give us personal information, we take steps to ensure that it is safe, for data on computer. passwords are in place.

We do not hold any sensitive information such as credit or debit card details.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet with your prior consent, and this can never be guaranteed to be 100% secure. As a result, while we work hard to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk.

16 or Under

If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Vulnerable circumstances

We are committed to supporting and protecting vulnerable members and appreciate that additional care may be needed when we use their personal information. To show our recognition of this, we observe good practice guidelines in our interactions with vulnerable members.

Changes to this policy

Any changes we may make to this policy in the future will be posted on our website so please check this page occasionally to ensure that you're happy with any changes we make.

Review of this Policy

This policy will be under regular review. This policy was last updated in June 2018.