

Strongbones Children's Charitable Trust

Privacy Notice & GDPR Policy

1. Introduction

Strongbones Children's Charitable Trust ("Strongbones", "we", "us", or "our") is committed to protecting and respecting your privacy. We take our responsibilities under the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018 very seriously.

This Privacy Notice explains how we collect, use, store, and protect your personal information, and outlines your rights.

We will always ensure that your data is:

- Used lawfully, fairly, and transparently
 - Collected for specific, legitimate purposes
 - Kept safe and secure
 - Retained only as long as necessary
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2. Who We Are

Strongbones Children's Charitable Trust supports children and families affected by complex bone conditions, neuro-muscular conditions and associated health needs. We aim to build a supportive community, provide services, and improve quality of life.

3. How to Contact Us

If you have any questions about this policy or your personal data, please contact:

Data Protection Officer – CEO April Fitzmaurice

Strongbones Children's Charitable Trust

Email: trustees@strongbones.org.uk

You also have the right to contact the Information Commissioner's Office (ICO):

<https://ico.org.uk>

4. What This Policy Covers

This notice explains:

- What information we collect

- How and why we collect it
 - How we use it
 - Who we share it with
 - How we keep it secure
 - How long we keep it
 - Your rights
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5. When We Collect Your Information

We may collect personal information when you:

- Contact us with an enquiry
 - Apply for support or services
 - Make a donation
 - Register for events or fundraising activities
 - Volunteer or apply for a role
 - Complete forms, surveys, or feedback
 - Use our website
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6. What Information We Collect

Personal Information

We will collect:

- Name
- Address
- Email address
- Phone number
- Date of birth
- Health or disability information
- Medical Declaration

Additional Information

Depending on your interaction with us, we may also collect:

- Information about your circumstances
- Application details
- Donation and payment information
- Communication preferences
- Photographs or videos (with consent)

Special Category Data

Where necessary, we may collect sensitive information such as:

- Safeguarding information
- Support needs

We only collect this information where it is essential and lawful to do so.

7. Children's Data

We work closely with children and families and take extra care when handling children's information.

We:

- Use clear and simple language
 - Seek consent from parents or guardians where required
 - Prioritise safeguarding and wellbeing at all times
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8. How We Use Your Information

We use your personal data to:

Provide Equipment, Services and Support

- Assess needs and applications
- Deliver services and support
- Communicate with you about your involvement

Manage Donations and Fundraising

- Process payments and Gift Aid
- Maintain financial records
- Acknowledge and thank supporters

Communication (With Consent Where Required)

- Share updates about applications and events
- Provide relevant information

You can opt out at any time.

Recruitment and Volunteering

- Process applications
- Manage roles and placements

Improve Our Services

- Conduct research and ask for feedback
- Analyse feedback (anonymised where possible)

Safeguarding

- Protect individuals from harm
 - Respond to safeguarding concerns
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9. Legal Basis for Processing

We process personal data under the following lawful bases:

- **Consent** – where you have given permission
 - **Legitimate Interests** – to carry out our charitable activities
 - **Contract** – where processing is necessary to fulfil an agreement
 - **Legal Obligation** – to comply with the law
 - **Vital Interests** – in emergency situations
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10. Sharing Your Information

We do not sell your personal data.

We may share information with:

- Funders and Trusts who support our work
- Suppliers (only where required)
- Payment processors
- Regulators and legal authorities (where required)
- Safeguarding agencies where necessary

We only share the minimum information required and ensure appropriate safeguards are in place.

11. Data Security

We take appropriate measures to protect your data, including:

- Secure setting, systems and encryption
 - Restricted access to information
 - Staff training on data protection
 - Regular system monitoring and reviews
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12. Data Retention

We retain personal data only as long as necessary.

Examples include:

- Financial records: typically 6 years (legal requirement)
 - Health and service data: in line with relevant guidance
 - General data: deleted or anonymised when no longer needed
 - Unsuccessful applications: deleted or anonymised after 1 year from unsuccessful notification
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13. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Correct inaccurate information
- Request deletion (where applicable)
- Restrict or object to processing
- Withdraw consent at any time
- Request data portability

To exercise your rights, please contact us using the details above.

14. Cookies and Website Use

When you use our website, we may collect non-identifiable information such as:

- IP address
- Browser type
- Pages visited

This helps us improve our website and services.

You can control cookie settings through your browser.

15. Complaints

If you are unhappy with how we handle your data:

1. Please contact us first so we can resolve the issue
2. You can also contact the ICO: <https://ico.org.uk/make-a-complaint>

16. Changes to This Policy

We may update this Privacy Notice from time to time. We will review this annually.

17. Commitment to Privacy

Strongbones Children's Charitable Trust is committed to safeguarding your personal information and using it responsibly to support children and families in need.

We will always aim to be transparent, fair, and respectful in how we handle your data.

Approved by: Strongbones Board of Trustees

Review Date: June 2029
