

Privacy Notice

disAbility Cornwall & Isles of Scilly respects your privacy. This notice explains how we handle your personal data in line with the UK GDPR and Data Protection Act 2018.

1. Who We Are

We provide a range of services including advice, care and support, training, and information. For questions about this notice, contact:

Email: data@disabilitycornwall.org.uk

Post: Units 1G/H Guildford Road Industrial Estate, Hayle, TR27 4QZ

2. What Data We Collect and Why

We collect data to:

- Deliver and manage our services
- Administer membership, training, grants and events
- Monitor service quality and user experience
- Investigate complaints or feedback
- Recruit and manage staff
- Meet legal obligations

Personal data we may collect includes:

Name, contact info, date of birth, health and safety info, payment/bank details (e.g. for grant applications), DBS info, photos or videos, education/employment history, and communications preferences.

3. Legal Basis for Using Your Data

We use your data when:

- You give us consent
- We have a contract with you
- It's required by law
- We have a *legitimate interest* (e.g. service delivery, internal admin, CCTV use)

We always consider your rights and interests.

4. Marketing

We'll only contact you if you've opted in. You can unsubscribe at any time by:

- Emailing: marketing@disabilitycornwall.org.uk
- Clicking the unsubscribe link in our messages

Changes can take up to 28 days to take effect.

5. Where We Get Your Data

From you directly, referring agencies (e.g. councils), previous employers (for recruitment), or CCTV footage.

6. Our Websites and Cookies

Applies to:

- www.disabilitycornwall.org.uk
- www.humans-cornwall.co.uk
- www.cornwalldisabilityalliance.co.uk
- www.cornwallmemorycafes.co.uk

We use cookies to improve site performance. We do **not** use cookies to identify you. Learn more at: aboutcookies.org

We also use **Google Analytics** to track how our websites are used. We do **not** collect personal data through it.

7. Who We Share Data With

- Our staff, to support you
- Trusted partners (only to deliver services; never for marketing)
- Where legally required (e.g. safeguarding, auditors, emergency services)

We never sell your data.

8. How Long We Keep Data

We only keep your data as long as necessary. To request our Data Retention Schedule, email data@disabilitycornwall.org.uk

9. Your Rights

You can ask us to:

- See your data
- Correct inaccurate data
- Delete it (in some cases)

- Restrict or object to processing
- Transfer it elsewhere
- Withdraw consent (if that's our legal basis)

To exercise your rights, contact us at the address above.

If you're not satisfied with our response, you can contact the **Information Commissioner's Office (ICO)**:

www.ico.org.uk/make-a-complaint

Tel: 0303 123 1113