

# BBS



The bereavement & loss charity for Brent

## Privacy notice

---

At Brent Bereavement Services (BBS) we value those we support, our supporters, the professionals we train and take your privacy very seriously; treating any information you give to us with great care. We will ensure any personal information you provide to us is protected using secure systems and processes.

We comply with the General Data Protection Regulations and other relevant legislation.

When you use our website, social media pages or provide personal information to us by other means, you consent to us collecting and using the information in the ways set out in this policy.

### About Us

BBS is a registered charity for bereaved people. Our mission is to offer support, advice and information to adults, young people and children when someone dies and work to enhance society's care of bereaved people.

Our registered address is: 395 Chapter Road, London NW2 5NG

### What personal information do we collect?

There are a variety of ways in which we may collect your personal information; for example, when you make an enquiry about our services, access our services, sign-up for a newsletter, request training, become a volunteer or member of staff, take part in our events, make a purchase from our shop and/or when you make a donation.

Information we routinely collect may include details such as your name, address, phone number, email address, details of your enquiry so that we can provide the service you require.

### Children's Data

Due to the nature of our charity's activities, we hold personal information relating to children and young people when they access direct support. These details are only held with the explicit consent of the child's parents / guardian or a young person themselves if

they are Gillick competent. They are kept securely with restricted access and handled with the greatest respect for privacy.

## **Sensitive Data**

In some circumstances, we may collect data which is classified as 'sensitive data' under the Data Protection Act. An example would be data about ethnic origin. We only hold this information for specific purposes and with your explicit consent.

## **How we use your Personal Data**

We use the personal information you give us, where relevant, for:

- administrative purposes
- providing you with information
- providing safe and consistent services
- processing and handling donations

## **Using your information for marketing purposes**

When collecting your personal information, we may ask for your consent to contact you in future. Where you have provided appropriate consent, we will provide you with news and updates about our services, upcoming events, resources, campaigns and appeals. These communications may be sent by email, post, telephone or SMS depending on the consent you have provided.

If you wish to stop receiving such communications, you can opt-out at any time by contacting us in writing to Information, Brent Bereavement Services, 379-381 High Road, London NW10 2JR by email [info@bbsonline.org.uk](mailto:info@bbsonline.org.uk) or by clicking on an 'unsubscribe' link in any email you receive from us.

We will never sell your information or share it with other organisations for marketing purposes.

## **How do we protect your personal information?**

BBS has secure systems and processes in place and takes the utmost care to ensure that the personal information you provide us is kept safe.

Information in relation to those who receive direct support is securely locked down to ensure it is only available to those who provide the support and those who support them e.g. their supervisor.

Where we engage service providers to work on our behalf e.g. payroll processing the service provided will only have access to the specific information they need to undertake the service required.

We will only disclose your personal information to another party if required to by law except in circumstances where there is a safeguarding concern. We will do our utmost to discuss our concern with you and explain the action we will take.

Any online credit card payments comply with industry security standards and payment pages are SSL encrypted.

## **Where we store your personal information?**

Personal information you provide to us is stored securely on different storage systems depending on the type of information. We can assure you that we take all reasonable

steps to ensure your data is handled securely. We have appropriate agreements in place with our service providers.

## **Your Rights**

Under the GDPR you have rights over personal information we hold about you. We've summarised these below:

### **Right to access your personal information**

You have a right to request access to the personal data that we hold about you. You also have the right to request a copy of the information we hold about you, and we will provide you with this unless legal exceptions apply.

### **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 believe the information we hold about you is inaccurate or incomplete, please provide us with details and we will investigate and, where applicable, correct any inaccuracies.

### **Right to restrict use of your personal information**

You have a right to ask us to restrict the processing of some or all of your personal information in the following situations: if some information we hold on you isn't right; we're not lawfully allowed to use it; you need us to retain your information in order for you to establish, exercise or defend a legal claim; or you believe your privacy rights outweigh our legitimate interests to use your information for a particular purpose and you have objected to us doing so.

### **Right to erasure of your personal information**

You may ask us to delete some or all of your personal information and in certain cases, and subject to certain exceptions; you have the right for this to be done.

Right for your personal information to be portable

If we are processing your personal information (1) based on your consent, or in order to enter into or carry out a contract with you, and (2) the processing is being done by automated means, you may ask us to provide it to you or another service provider in a CSV file format.

### **Right to object to the use of your personal information**

If we are processing your personal information based on our legitimate interests or for scientific/historical research or statistics, you have a right to object to our use of your information.

If we are processing your personal information for direct marketing purposes, and you wish to object, we will stop processing your information for these purposes as soon as reasonably possible.

If you want to exercise any of the above rights, please contact us by post at: Brent Bereavement Services, 379-381 High Road, London NW10 2JR or by email to [info@bbsonline.org.uk](mailto:info@bbsonline.org.uk)

We may be required to ask for further information and/or evidence of identity. We will endeavour to respond fully to all requests within one month of receipt of your request, however if we are unable to do so we will contact you with reasons for the delay.

Please note that exceptions apply to a number of these rights, and not all rights will be applicable in all circumstances. For more details we recommend you consult the guidance published on the **[information commissioner's website](#)**.

## **Being satisfied with our service**

If you have any positive comments detailing how you have been supported by BBS, we would love to hear from you. Our services are largely run by dedicated volunteers, who would be encouraged to hear the positive difference they are making.

Please submit any comments you have to us by email [info@bbsonline.org.uk](mailto:info@bbsonline.org.uk), by ,mail or telephone.

## **When we don't get things right**

BBS strives to provide the very highest quality experience to our clients, customers and communities. We realise that sometimes we are unable to meet expectations and unfortunately sometimes things go wrong. We want to learn from any mistakes that we have made and put things right.

If you have encountered any problems with the service you have received, please do contact us. You can tell us about your concern or complete a complaints form to fill in and send back to us.

**[Please view our complaints procedure](#)**