

## Privacy Policy for Sensory Support UK

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This Privacy Policy explains how Sensory Support UK (“we,” “us,” “our”) collects, uses, discloses, and protects personal data when you visit our website or interact with us online. It also outlines your rights under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

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### 1. Data Controller

Sensory Support UK  
c/o Birtley Business Service  
Office 15A & 16 Station Lane  
Birtley  
DH3 1QT

Registered Charity Number: 1103917  
Email: [office@sensorysupportuk.org.uk](mailto:office@sensorysupportuk.org.uk)  
Phone: 0330 043 6819

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### 2. Personal Data We Collect

We may collect the following categories of personal data:-

- **Identity & contact information:** Name, title, address, email, telephone number.
- **Online identifiers:** IP address, device identifiers, browser type, operating system.
- **Engagement data:** Website visits, pages viewed, forms completed, cookies.
- **Service-related data:** Booking details via SimplyBook.me, event registrations, service usage notes.
- **Communications:** Correspondence, feedback, surveys, newsletter sign-ups.
- **Payment/donation data:** Payment method, billing address, donation amount (handled by our payment processor, not held by us).

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### 3. How We Collect Your Data

We collect personal data:-

- When you complete online forms (e.g., contact, booking, volunteering, donations).
- By email, telephone, or post when you contact us.
- Automatically via cookies and analytics tools when you browse our site.
- From third parties, such as fundraising platforms, event organisers, or publicly available sources (only where you have already given your consent).

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### 4. Purposes of Processing & Legal Basis

We process personal data to:-

- Provide and improve our services, events, workshops, and support (contractual necessity/legitimate interest).
- Communicate news, updates, or respond to enquiries (consent or legitimate interest).
- Manage bookings and service delivery via SimplyBook.me (contractual necessity).
- Process donations and maintain financial records (legal obligation).
- Analyse website usage to enhance user experience (legitimate interest).

Where required, we will obtain your explicit consent before processing special category data (e.g., health or disability information).

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## 5. Sharing & Disclosure

We do not sell personal data. We may share with:-

- **Service providers** who support our operations (e.g., SimplyBook.me, Google Workspace, IT hosts).
- **Professional advisers** (e.g. auditors, legal professionals) under confidentiality obligations.
- **Regulatory authorities** were required by law.
- **Partner organisations** only with your explicit consent (e.g., co-hosted events).

All third parties are bound to maintain data security and use your personal data solely for agreed purposes.

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## 6. Cookies & Tracking

We use cookies to improve site performance and user experience:-

- **Essential cookies:** Required for core website functionality.
- **Analytics cookies:** Collect anonymous statistics (e.g., Google Analytics).
- **Marketing cookies:** Only with your consent, to provide relevant content.

You can manage or disable cookies via your browser settings or our cookie banner.

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## 7. Data Retention

We retain personal data:-

- **Service delivery data:** As long as necessary to provide and improve services.
- **Marketing consents:** Until you withdraw your consent.
- **Contact & engagement records:** Up to 7 years for accounting and regulatory compliance.

After retention periods expire, data is securely deleted or anonymised.

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## 8. Your Rights

Under UK GDPR, you have the right to:-

- Access your personal data.
- Rectify inaccurate or incomplete data.
- Erase data where no lawful basis applies.

- Restrict or object to processing.
- Data portability.
- Withdraw consent at any time.

To exercise any right, contact [office@sensorysupportuk.org.uk](mailto:office@sensorysupportuk.org.uk). We aim to respond within one month.

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## 9. Data Security

We implement appropriate technical and organisational measures:-

- Secure servers, firewalls, encryption in transit and at rest.
- Regular system updates and vulnerability assessments.
- Staff training, access controls, and confidentiality agreements.

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## 10. International Transfers

Your data may be processed by service providers outside the UK/EEA. We ensure adequate safeguards such as Standard Contractual Clauses or Binding Corporate Rules.

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## 11. Children's Data

Our services are not directed at children under 16. If we learn we have inadvertently collected a child's personal data, we will erase it as soon as possible.

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## 12. Policy Updates

We may update this policy periodically. The date of the latest revision appears below.  
We encourage you to review this page regularly.  
Last updated: 09 July 2025

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## 13. Contact Us

If you have questions or concerns about this Privacy Policy or our data practices, please contact:-

The Service Manager  
Sensory Support UK  
c/o Birtley Business Service  
Office 15A & 16 Station Lane  
Birtley  
DH3 1QT

Email: [office@sensorysupportuk.org.uk](mailto:office@sensorysupportuk.org.uk)

Phone: 0330043 6819