



Blessing in Disguise

This Privacy Policy was last updated on 23 May 2018

Privacy Policy

Who we are... Blessing in Disguise

Blessing in Disguise is committed to maintaining the trust and confidence of our clients. We want you to know that Blessings is not in the business of selling, renting or trading email lists with other companies and businesses for marketing purposes. We take safeguarding your privacy very seriously and have put this Privacy Notice in place and provided you with lots of detailed information on when and why we collect your personal information, how we use it, the limited conditions which we may disclose it to others and how we keep it secure. It also tells you how you can control your data that we hold. We will use a variety of security technologies and procedures to protect your personal information from unauthorised access, use or disclosure. Although we will do our best to protect your personal information, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

If you need to contact us about your data, please email blessingsindisguisecharity@gmail.com

What information we collect about you

The personal data you have provided to us, we have collected from you freely, or we have received from third parties includes: your name, address and contact details, including telephone numbers and email address, some financial information, your child's name, date of birth, school attended and details about your child's disability. For example when you made an enquiry via our website, sent an email to us to join our register or applied for a piece of funded equipment from us. Our responses to you are also stored.

We do not store payment card details; the payment process is managed by World Pay Zinc and you can see their Privacy Policy here: <https://www.worldpayzinc.com/terms-of-use>

If you give us information we will only use it for the specific purpose for which it was provided and it will only be accessed by authorised members of staff.

Cookies Policy

Cookies are small bits of code that are sent to your device so that our website can recognise your visit to our site next time you visit and your visit will run more smoothly. We use cookies to track activity on the website and hold some information. This information includes data about pages viewed and the customer journey. We do not collect personal information about you like your name, address or contact details.



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Google Analytics

We use a third-party service, Google Analytics, to collect standard internet log information and details about visitor traffic and behaviour patterns. We use this information to work out things like how many visits have been made to specific areas of the website which in turn helps us make improvements. You can see Google's Privacy Policy [here](#)

What we use your information for

We only collect and use your personal data for the purpose you said we could use it and to help our team to deliver the services that you want. We do not sell client lists to anyone.

Communicating with you

Sometimes we may need to contact you about the services you subscribe to, even if you have asked us not to send you marketing material. If so we will use the email address you have provided or in some cases we will telephone using the number provided. It is important that you keep these details up to date and accurate so that we can contact you in a timely manner to prevent possible disruption to your services.

Third Parties

If you are granted a piece of equipment and we provide it, we may need to share some of your information with a third-party supplier. Your information will only be shared for the purpose of providing you with the requested service and will be as secure as possible. All our third-party suppliers have been checked by us and have their own commitment to privacy and securing your data and their Privacy Policies were up to date at the time of writing this Policy.

Access to your personal information

You are entitled to request to view, amend or delete the personal information we hold about you and we will do this for you free of charge. Please email your request to: blessingsindisguisecharity@gmail.com and we will respond in line with the GDPR regulations timings.

You can easily view, update and amend your personal details and subscription preference free of charge by contacting us directly. See our website 'contact us' section for further information.

There is some information we are required to keep on record for contractual and legal reasons. If this is the case, we will tell you which bits and why.

You have the right to lodge a complaint with the Information Commissioner Office (www.ico.org.uk)



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How we secure, store and retain your data

Blessing in Disguise secures the personal information you provide on cloud computer servers in a controlled, secure environment, protected from unauthorised access, use or disclosure. Personal information is protected through the use of encryption such as the Secure Socket Layer (SSL) protocol, when transmitted.

We follow generally accepted and reasonable standards to store your personal data. We commit to only store your data for as long as is necessary to provide you with the service requested. There are some legal and business reasons for retaining certain information for slightly longer. These include

1. where it is information mandated by law, contract of similar obligations applicable to our business operations,
2. when required for preserving, resolving, defending or enforcing our legal/contractual rights or
3. where we need to maintain adequate and accurate business records.

Changes to this Privacy Policy

This policy was updated on 23 May 2018 in line with the GDPR regulations 25 May 2018. It will be reviewed and updated routinely. Please refer back to our website to see the latest amendments.

We're writing to let you know about some important updates we're making to our Privacy Notice due to new data protection laws, we are updating our Privacy Notice to clarify how we collect, share and retain personal data, including:

- Your rights in relation to your personal data under the relevant data protection laws
- Where we make automatic decisions about you and how these may affect you
- Our policies for retaining personal data
- How we use your data to inform you about products or services that we provide
- Privacy Notice

This Privacy Notice will help you understand how we collect, use and protect your personal information.

Contact us

If you have any queries relating to this Privacy Policy or how we process your personal information, please contact the Data Protection Officer by email at: blessingsindisguisecharity@gmail.com or by telephone on 01942 316113 or postal communication to:

Data Protection Officer, Blessing in Disguise, 6A Enterprise House, Wigan Enterprise Park, Seaman Way, Wigan. WN2 2LE.

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