

Privacy Notice

About Us

Leeds Bereavement Forum is a small charity based in Leeds that works to develop and improve bereavement services in the city.

At Leeds Bereavement Forum, we value those we support, our members, the people 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.

Our registered address is 18A New Market Street, Leeds, LS1 6DG.

What personal information do we collect?

There are varieties of ways in which we may collect your personal information; for example, when you make an enquiry about our services, access our provision, sign-up for a newsletter, request training, become a member or join the staff team, take part in our events, or when you make a donation.

Information we routinely collect may include details such as:

- your name and job title
- your email address, phone number and contact address
- any demographic information in relation to the details of your enquiry so that we can provide the service you require.

Sensitive Data

We hold no personal information relating to children and young people directly, unless a child's parent /guardian gives us explicit consent.

We might collect data, which is classified as 'sensitive data' under the Data Protection Act. An example would be data about ethnic origin. We would 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 a safe and consistent service
- 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 or post 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 Administration, Leeds Bereavement Forum, 18A New Market Street, Leeds, LS1 6DG, by email info@lbforum.org.uk or by clicking on an 'unsubscribe' link in any email you receive from us.

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

How do we protect your personal information?

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

Where we engage service providers to work on our behalf e.g. IT services or payroll processing, the service provider 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 e.g. Eventbrite, 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 a password-protected computer in the locked local office. Some people's data is currently also on paper and filed in an office cabinet. We can assure you that we take all reasonable steps to ensure your data is handled securely, even when staff access it remotely when working from home.

Your Rights

Under the GDPR, you have rights over personal information we hold about you. We have 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**

Leeds Bereavement Forum, 18a New Market Street, Leeds LS1 6DG | 0113 225 3975
info@lbforum.org.uk | lbforum.org.uk | @LeedsBForum | Registered Charity No. 1093311

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 Administration, Leeds Bereavement Forum, 18A New Market Street, Leeds, LS1 6DG, by email info@lbforum.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 <https://ico.org.uk/>

Identification of new purposes if business expands

We would inform you of any alterations to this privacy notice if future changes were made.