



## Principles

Shine21 is legally required to collect, maintain and use certain personal data about current, past and prospective members, suppliers and other individuals that contact Shine21, or with whom it has dealings (each, a “data subject” and together, “data subjects”). Shine21 abides by the UK GDPR Act 2016 (the “GDPR2) in relation to handling, processing and storing this information.

Shine21 has a responsibility to protect such personal data, especially sensitive personal data that is collected from data subjects.

## Objectives

All personal data will be

- Fairly and lawfully processed and not processed unless specific conditions are met
- Obtained for a lawful and fair purpose and only when it is necessary to do so
- Only consist of necessary detail
- Accurate and up to date
- Kept and processed in line with the data subjects rights
- Kept with the data subject aware of how their personal data will be used and by whom
- Destroyed when no longer required by statute or regulatory body, or for Shine21’s purpos
- Securely stored
- not be transferred to countries outside the European Economic Area (EEA) unless the country or territory ensures adequate protection for the rights and freedoms of the data subject.
- Updated once notified by you

Shine21 collects personal data that data subjects (you) provide to Shine21, which is information that can be used to identify someone as an individual. Shine21 will only do this when you (the data subject) have given consent. This personal data may include your: Name; Address; Telephone Number; Email; Child (ren)’s name; Child(ren)’s date of birth.

## Why we need your personal data

By providing personal data, you (as a data subject) agree that, where it is permitted by applicable law or where you have agreed to receive these communications from Shine21, Shine21 may use your personal data to:

- Respond to your requests and queries;
- Enhance the services for people with Down’s syndrome;
- Keep you informed of activities within Shine21;
- Provide you with advice, helpful information, news and updates;
- For other purposes that may be detailed on the Shine21 website
- Ensure you have full access to the services provided by Shine21.
- Shine21 will act as a data controller of such personal data.

Shine 21 will;

Ensure appropriate measures to protect the confidentiality and security of personal data when using third party providers.

Use strict procedures and security features to prevent unauthorised access. Unfortunately, no data transmission over the Internet is 100 per cent secure. As a result, while we try to protect your personal information, Shine21 cannot guarantee the security of any information you transmit to us and you do so at your own risk.

only disclosure information if necessary to identify, contact or bring legal action against someone who may be causing injury to you or otherwise injuring or interfering with Shine21's rights, property or operations, other users of this website or any mobile application or anyone else who could be harmed by such activities; when Shine21 believes that applicable law requires it, or in response to any demand by law enforcement authorities in connection with a criminal investigation, or civil or administrative authorities in connection with a pending civil case or administrative investigation;

- ensure that if your personal data is transferred outside your country of residence, it will still be treated in accordance with this Policy.
- Prohibit any third parties from using your personal data for that third party's own purposes.

### **Subject Access Request**

Shine21 will retain your information only for the period necessary to fulfil the purposes outlined in this Policy unless a longer retention period is required or permitted by applicable law. Anyone who is the subject of personal data held by Shine21 of personal data that has been provided to us, at any time, using the contact information provided at the end of this Policy. Applicable laws may also give you the right to access information that you have provided to Shine21

If, as the result of a subject access request, any personal data is found to be incorrect it will be amended. Shine21 will deal promptly with subject access requests and will normally respond within 40 days. If there is a reason for delay, the person making the request will be informed accordingly.

### **Changes**

Shine21 will update this Policy to take account of changes in working practice or applicable law. If the changes that are made are material, Shine21 also may post a notice regarding the changes on its websites or social media sites. Shine21 encourages you to periodically review this Policy. Your action in continuing to use Shine21 websites and social media sites constitutes your agreement to this Policy and any updates. Subsequent changes in this Policy will not apply to personal data that were collected before the change is made. Shine21 reserves all of its all legal rights.

### **Contacting Shine21**

Please address any questions, comments and requests regarding this Policy to Shine21 using

the contact details below.

To contact Shine21 call 07542428016 or email [contact@shine21.org](mailto:contact@shine21.org)

## **Complaints**

All complaints about the Shine21's processing of personal data may be lodged by a data subject directly with the Shine21. The data subject must be provided with Shine21's Privacy Policy at this stage.

Complaints may also be made by a data subject directly to the relevant regulatory body and Shine21 hereby provides the relevant contact details: Information Commissioner's Office, Tel: 0303 123 1113.

All complaints in relation to how a complaint has been handled and any appeals following the submission of a complaint shall be dealt with by Shine21 and the data subject is required to submit a further complaint.

## **Document Control Information**

Document Name: Data Protection

Owner: Louise Mouncey, Charity Manager

Date of Last Review 02 May 2023

Date for Next Review 02 May 2024