



PRIVACY POLICY

For users of the Balsam Centre

The Balsam Centre is the Data Controller for the purposes of the General Data Protection Regulation 2018.

Our commitment to protecting your privacy is paramount and the following statement describes how the Balsam Centre uses information from people using the Centre's services.

Collecting Information

The Balsam Centre is a registered charity and will only collect the information it needs in order to provide you with a service, to enable you undertake an activity, or communicate with you when you make a donation or offer support to the Centre. We may also receive information about you from other people, for example from a health professional making a referral to the Centre's services.

Personal Information

Personal information typically includes your name, postal address, telephone number and email address, but may include more detailed information depending on the nature of the services you use, see below. All personal information is treated as confidential and held securely.

How we use personal information

We will use your personal information to:

- **Direct you to appropriate services and support**
- **Monitor and evaluate the services you use**
- **Show that the services we provide have made a difference to individuals, families and groups**
- **Provide you with any information that you request**
- **Communicate news and information relating to the Centre's activities**

Depending on the nature of the services you use, the information we hold may further include: the reason you use our services, personal and demographic information provided in sessions or questionnaires relating to our services and any other information relevant to the professional delivery of those services. All such information is confidential and held securely.

Communications in connection with our services may be sent by e-mail. For ease of use and compatibility, communications will not be sent in an encrypted form unless you require it and provide the certification to enable us to communicate with you in that way. E-mail, unless encrypted, is not a fully secure means of communication. Whilst we endeavour to keep our systems and communications protected against viruses and other harmful effects we cannot bear responsibility for all communications being virus-free.

Personal Information Protection

We take appropriate measures to ensure that the personal information we hold is secure, accurate and up to date and kept only as long as necessary and only for the purposes described above.

Consent

By providing us with your personal information you consent to the collection and use of that information for the purposes and in the manner described in this Privacy Policy.

If you would like us to correct or update any information, or if you would like information deleted from our records, please email us at info@balsamcentre.org.uk

This privacy policy will be regularly reviewed and updated in accordance with current data protection regulations.

Links within our sites to other websites are not covered by this privacy policy.

You can opt out of receiving information from the Balsam Centre at any time by contacting info@balsamcentre.org.uk