
Privacy Policy

This Privacy Policy explains, in plain language, how Kingfisher Treasure Seekers collects, uses, and protects your personal data. It is written to comply with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations (PECR).

What data do we collect?

Kingfisher Treasure Seekers collects the following data, depending on which service you use:

- Personal identification information (Name, email address, phone number, etc.)
- Any medical information we need to know about
- Your NHS number

We will always ask you when we collect this data when you attend a service for the first time. We only collect the data that is necessary for delivering our services safely and effectively.

How do we collect your data?

You provide most of the data directly to us when you:

- Register online or in person for a service
- Communicate with us via phone, email, or post
- Attend our services, where we may take notes to record how we support you
- Use our website (through cookies)

We may also receive data from:

- NHS Digital (with your consent)
- Other agencies (e.g. police, NHS services), only with your informed consent or where legally required

How will we use your data?

We use your data to:

- Keep accurate records of who is using our services and how often
- Provide personalised support and ensure continuity of care

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- Report anonymously to our funders (e.g. Gloucestershire County Council, NHS Gloucestershire ICB)
 - Share information with other organisations only when:
 - You have given explicit consent; or
 - There is a legal obligation or serious risk to you or others (permitted under Article 6(1)(d) of UK GDPR)

How do we store your data?

Your data is stored securely using encrypted online systems compliant with UK cybersecurity standards. We retain your data:

- While you use our services;
- For 5 years after you stop using our services;
- Then it is deleted from all systems.

Marketing

We will only send you marketing material (e.g. our newsletter) if you have actively opted in. You can unsubscribe at any time using the link provided or by contacting us directly at info@kftseekers.org.uk

What are your data protection rights?

Kingfisher Treasure Seekers would like to make sure you are fully aware of all of your data protection rights. Under the UK GDPR, you have the following rights:

- *Right to access:* You can request copies of your personal data
- *Right to rectification:* You can request corrections to inaccurate or incomplete data
- *Right to erasure:* You can request your data be deleted (under certain conditions)
- *Right to restrict processing:* You can ask us to stop using your data (under certain conditions)
- *Right to object:* You can object to processing where we rely on legitimate interests
- *Right to data portability:* You can request that we transfer your data to you or another provider

Requests can be made by contacting us via:

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- *Email:* dpo@kftseekers.org.uk
 - *Phone:* 01452 307201
 - *Post:* Kingfisher Treasure Seekers, 52 Westgate Street, Gloucester, GL1 2NF

We will respond to requests within one calendar month as required by Article 12(3) of the UK GDPR.

Cookies

Cookies are small files placed on your device to improve website functionality and user experience. You can set your browser to not accept cookies, and the site may not function fully without them.

Types of cookies we use:

- *Essential cookies:* Required for basic site operation
- *Analytics cookies:* Help us understand how visitors use our website

Privacy policies of other websites

Our website may contain links to other websites. Our Privacy Policy applies only to our site. Please read their privacy policies when you visit them.

Changes to our Privacy Policy

We regularly review our Privacy Policy and will place updates on this page. This version was last updated on the date shown at the top.

Contacting the relevant authority

If you are unhappy with how we handle your data, you can contact the Information Commissioner's Office (ICO):

- *Website:* www.ico.org.uk
- *Helpline:* 0303 123 1113

Accessibility

We have tried to make this Privacy Policy clear and easy to understand. If you would like this document in a different format (e.g. large print or easy-read), please contact us.