



Privacy Policy - April 2018

Manchester Deaf Centre (MDC) promises to respect any personal data our service users share with us. We aim to be clear when we collect data from our service users.

Through collecting some personal information from our members it allows us to identify the needs of the Deaf community, improve their lives and fundraise more efficiently.

Starting from April 2018, Manchester Deaf Centre current Data Protection Policy will be revised as a result of the new EU wide General Data Protection Regulations. Manchester Deaf Centre will be moving to be an 'opt-in only' communication policy. This means that we will only send marketing communications to those that have explicitly stated that they are happy for us to do so via their preferred channel(s) (email, SMS, phone or post).

Our communications include information about fundraising, events and changes happening at the Manchester Deaf Centre. A member can chose to "opt in" or "opt out" by contacting aroberts@manchesterdeafcentre.com.

How does Manchester Deaf centre collect data on its service users?

We collect information in the following ways:

- When information is given it to us DIRECTLY

Information in order to register with our services/groups, sign up for one of our events, provide a testimonial, make a donation or communicate with us internally.

- When information is given it to us INDIRECTLY

To best support our service users, Manchester Deaf Centre needs to work with health care professionals, social workers, legal teams or those providing advocacy. Information may be passed on to Manchester Deaf Centre so that we can support these professionals to give the best service to their clients.

Third party organisations

In the case that the Manchester Deaf Centre provides a BSL interpreter for a client, their name will be shared with the interpreter booked.

When working in partnership with organisations such as Sign Health, SORD or Manchester City Council Sensory Service information may be shared to best support the client, research purpose or for improving services for the Deaf Community.

Social Media/Website

Photos of service users will be shared on social media. Permission will be asked before taking photos but if you would not like photos shared on our social media please contact aroberts@manchesterdeafcentre.com.

Manchester Deaf Centre's website may monitor how many site visits it receives however will not hold information about its visitors.

Information available publicly

This may include information found in places such as Companies House and information that has been published in articles/ newspapers.

What information does Manchester Deaf Centre collect and how is it used?

The type and quantity of information we collect and how we use it depends on why you are providing it.

- Name
- Contact details
- Date of birth
- Bank or credit card details (for travel expenses)
- Equality monitoring information:

-gender, type of deafness, ethnicity

Where it is appropriate we may also ask for:

- Information relating to your health (for example experiences within a health care setting and any barriers you may have faced, type of Deafness etc.)

We will mainly use your data to:

- Registration for services
- Provide information or updates
- Record of donations and from whom
- Understand how we can improve our services and information.

Direct Marketing

Manchester Deaf Centre will update its service users with our seasonally newsletter. If you would like to “opt in” or “opt out” of this please email aroberts@manchesterdeafcentre.com

We do not sell or share personal details to third parties for the purposes of marketing.

Sharing your story

Some people choose to tell us about their experiences how Manchester Deaf Centre has supported them This may include them sharing sensitive information related to their health and family life in addition to their biographical and contact information. Manchester Deaf Centre may choose to use this as a case study to help develop the services at the centre.

We use some of the information provided, including gender, ethnicity, employment status, or type of hearing loss to support for funding applications.

Support for service users

Manchester Deaf will only share your details in exceptional circumstances to comply with our Safeguarding policy or where legally required, for example where a service user reports abuse, hate crime or self-harm/intention of harming someone else.

Children's data

Information is collected to register children to our youth group. This is to be kept on a secure website "filled in by the parent/guardian and will not be shared. This information is kept locked and only accessible to the Youth Leader and Project Manager.

If a parent would like their child to "opt out of this" and their information removed please contact aroberts@manchesterdeafcentre.com

Our events have specific rules about whether children can participate, and we'll make sure advertising for those events is age appropriate.

How we keep data safe and who has access to it?

We ensure that all computers have cyber protection and use encrypted files to protect personal information.

We undertake regular reviews of who has access to information that we hold to ensure that information is only accessible by appropriately trained staff, and volunteers.

We may need to disclose information if required to the police, regulatory bodies or legal advisors.

We will only ever share data in other circumstances if we have informed consent.

Keeping your information up to date

Manchester Deaf Centre services will re-register members annually to ensure personal data is up to date.

We would be very grateful however if you could update us of any changes.

Please email aroberts@manchesterdeafcentre.com

Right to know what Manchester Deaf Centre knows about member's information, make changes or ask us to stop using data

Members have a right to ask Manchester Deaf Centre to stop processing their personal data without reason. Please contact aroberts@manchesterdeafcentre.com to "opt out".

Members have a right to ask for a copy of the information held about them. If there are any discrepancies in the information any queries should be sent to aroberts@manchesterdeafcentre.com.

If a member would like to access their information or have any questions these should be sent to aroberts@manchesterdeafcentre.com.

Changes to this Policy

This policy will be reviewed annually.