

CBF Privacy Policy

Please read this Privacy Policy carefully to understand our practices regarding your personal data and how we will collect, use and store your personal data. We may update this policy from time to time so please check it regularly.

We are committed to protecting the privacy of your personal data. We will respect any personal data you share with us and keep it safe. We aim to be clear when we collect your personal data and not do anything you wouldn't reasonably expect. We never share or sell your data with any 3rd parties who may use it for their own purposes.

This policy is intended to inform you how and why The Challenging Behaviour Foundation uses personal data. When we refer to "we" or "us" in this policy we are referring to The Challenging Behaviour Foundation.

Who we are: The Challenging Behaviour Foundation (CBF) is a registered charity in England and Wales (No 1060714) for people with severe learning disabilities and behaviours described as challenging and their families. Our vision is for anyone with severe learning disabilities who displays challenging behaviour to have the same life opportunities as everyone else. We work to improve understanding of challenging behaviour, empower families with information and support, and help others to provide better services and more opportunities.

Why do we collect Data: We will use your personal information to provide you with the services, products or information you have requested. We also collect and store data to help us improve our services to you. We can record your communication preferences and keep you up to date with latest research, resources and information, fundraising events and sharing best practice. We can tailor our invites to take part in surveys, focus groups, research or events that are relevant to you. We also use our anonymised data statistics to support our campaigning and influencing work and in funding applications.

How we collect Data:

Direct contact with the CBF - Email/phone/post

- We will collect and record personal information about you that you voluntarily provide when contacting the CBF. Due to the type of support we provide we may collect and use special categories of personal sensitive data about you or a 3rd party you may tell us about (for example, information about a learning disability diagnosis, challenging behaviour being displayed, health, safeguarding, ethnic origin etc.). We do not use a caller display system so we cannot identify or use your telephone number unless you provide it to us.

This information is treated as confidential and for the purposes of providing support and internal analysis (for example trends in enquiries).

- We may share your information, with your consent, to other professionals we work with as part of our service to you. This will always be with your explicit agreement. The exceptions to this are if there is a safeguarding concern or we are bound by law and in these circumstances we will still seek to gain your consent first, but if you choose not to consent we must follow our safeguarding policy or legal obligations. A copy of our safeguarding policy can be provided on request.
- If you sign up to join a support or campaigning network (for example CB-NSG associate membership) we will record your name, job title (if relevant) and email address. We do not sign people up to our networks without consent.
- We may also collect information voluntarily provided such as requests for resources or attending an event.
- If you send a query or complaint to us, we will use the personal information you provide to us (for example, your name and the name(s) of any other individuals involved) in order to process your query or complaint and respond to you. A copy of our Complaints Policy can be provided on request.
- We are sometimes required to collect personal sensitive information to satisfy the terms of a funding grant, for example, age, ethnic background, if English is the first language.
- We never buy or sell personal data or use it for automated decision making or profiling.
- We will gain permission/consent to use any photo/image used in our work (for example on our website or in publications).
- By providing us with your personal data, including sensitive personal data such as your age or ethnic background, you consent to the collection and use of any information you provide in accordance with the purposes in this privacy statement.

If your personal details change, please help us to keep your information up to date by notifying us. You can do this by emailing info@thecbf.org.uk or telephoning 01634 838739

Website:

- We will collect personal information that you voluntarily provide us if you fill in a contact form on our website, such as your name, email address or telephone number. This is treated as confidential information
- Your email address will never be sold to 3rd parties or spammed
- Collecting Domain Information: we use a 3rd party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. The CBF also collects domain information (e.g. IP address and

referring URL's) as part of its analysis of the use of the website. This data enables us to become more familiar with how people visit our site, how often they visit and what parts of the site they visit most often. This information is collected automatically and requires no action on your part. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

- Use of Cookies*: Some pages on our website use “cookies” which are small files that the site places on your hard drive for identification purposes. These files may be used for site registration and customisation the next time you visit us, and to make navigating the website more user-friendly.

**A cookie is a piece of data that a website can send to your browser, which may then be stored on your computer as an anonymous tag that identifies your computer but not you. You should note that cookies cannot read data of your hard drive. Your web browser may allow you to be notified when you are receiving a cookie, giving you the choice to accept it or not. By not accepting cookies, some pages may not fully function and you may find it harder to access certain information on the website.*

- We collect relevant information through the 3rd party organisation “PayPal” when you purchase resources through our website. This information is treated as confidential and never passed on.

Research and evaluation: We use a 3rd party provider, SurveyMonkey, to carry out surveys for research and evaluation purposes. The information gathered will be provided by you voluntarily and used only for purpose for which it was obtained. We may share the findings of the research or evaluation with other organisations but data will be anonymised and individuals will not be identifiable. You may be asked to provide contact details for any follow up discussions which will be shared on a need to know basis within the CBF or evaluation/research teams. Case studies will be anonymised unless you have given us consent to use your name.

Direct engagement/focus groups

Sometimes as part of specific projects or to inform consultations we run focus group or engagement activities to better understand the views, experiences and perspectives of families and individuals with severe learning disabilities. The aim of such work is to inform policy making through lived experience. Such discussions necessarily involve sharing individual experiences and personal, or difficult experiences which will be written up and shared with policy makers. Families who agree to take part are made aware that any experiences shared outside of the room will be anonymised unless families explicitly ask to be named (for example to secure a direct response from a statutory organisation to the problems they are

encountering). Consent will be gained for direct engagement with individuals with a learning disability using our consent policy which includes best interest meetings if needed.

Fundraising: Charitable giving is very important to CBF's ability to achieve its aims. We collect and record information voluntarily provided to us through:

- Online Giving – Virgin Money Giving
- 100 Club applications
- Recording one off donations
- Standing order/regular giving donations
- Event sign-up & supporters news (for example quiz nights)
- Gift Aid declarations

Training Workshops: We will record your name, job title (if relevant) and email address to keep you up-to-date with workshop information and to record your attendance at a workshop. You may additionally choose to sign up to support networks and our newsletter.

Recruitment & Volunteering: If you apply for a job/vacancy, including casual work and volunteering at the CBF, we will retain the application and scoring sheets for one year after which they will be destroyed. If you are selected for interview we will retain photocopies of your ID and qualifications (if relevant) until a decision on recruitment is made. If unsuccessful following an interview, your ID, certificate of qualifications and any references obtained will be destroyed immediately. If successful they will be held on your employment record which will be retained for a minimum of 6 years after you cease working with us. With your consent we may retain your details for further employment opportunities. Equal Opportunities and Monitoring information provided by applicants and staff may be stored for up to two years and presented to the Trustee Board as anonymised data then destroyed.

Working with the CBF: If you are employed, a free-lance consultant, casual worker or volunteer, we will hold personal data for contractual, internal and financial reasons. For example, we require your bank details in order to reimburse expenses and pay wages. We will delete your bank details immediately but retain relevant personal data for a minimum of 6 years after you cease working with us. We will abide by the DBS Code of Conduct when disclosures and basic checks are carried out.

Supplier information (providing goods/services): Where the CBF uses 3rd party suppliers to deliver some of our internal services (for example, IT & HR support), we will ensure there is a signed confidentiality agreement in place and these suppliers only access the information to explicitly assist the CBF.

GDPR Principles

The following principles are complied with when processing personal data:

- Data is processed fairly and lawfully
- Data is processed only for specified and lawful purposes
- Processed data is adequate, relevant and not excessive
- Processed data is accurate and, where necessary, kept up to date
- Data is not kept longer than necessary
- Data is processed in accordance with an individual's consent and rights
- Data is kept secure
- Data is not transferred to countries outside of the European Economic Area (EEA) without adequate protection

Lawful Basis of Processing Data: The lawful basis of processing of data will always be determined prior to any data being processed. The laws for processing personal data under the GDPR are as follows:

- **Consent** – the individual has given their Consent to the processing of their personal data
- **Contractual** – processing of personal data is necessary for the performance of a contract to which the individual is a party, or for CBF to take pre-contractual steps at the request of the individual
- **Legal Obligation** – processing of personal data is necessary for compliance with a legal obligation to which CBF is subject
- **Legitimate Interests** – processing of personal data is necessary under the Legitimate Interests of CBF, unless these interests are overridden by the individual's interest or fundamental rights
- **Public Task** – processing of personal data is necessary for the performance of a task carried out in the public interest or in the exercise of official authority
- **Vital Interests** – processing of personal data is necessary to protect the vital interests of the individual or another individual

CBF processes personal data under one, or more, of the following Lawful Bases:

- Consent
- Contractual
- Legal Obligation
- Legitimate Interest

Data security

- We have appropriate security measures in place to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

- We hold data electronically in our secure database and document management system. We protect our network infrastructure by using firewalls and anti-malware software. We encrypt data leaving the CBF on removable media and email, using industry standard encryption method that encrypts the data in transit.
- We store papers in lockable cabinets in our offices when not being actively used and we have a secure off-site document storage facility for archived papers. Our offices are secure and only CBF staff can access areas where personal data are stored.
- When necessary, we dispose of or delete your data securely.
- We ensure that our employees, and contractors are aware of their privacy and data security obligations and we take reasonable steps to ensure that employees of 3rd parties working on our behalf are aware of their privacy and data security obligations.
- We limit access to your personal information to those employees and other 3rd parties on a need to know basis. Access to family support enquiries and subsequent personal sensitive data is restricted to the Family Support Team.
- The transmission of information via the internet is never completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your electronic information transmitted to us and any transmission is at your own risk.
- We do not transfer the information you give us to countries outside the European Economic Area (EEA).

Data retention - Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes it was obtained for in the first place, or by as required by law (for example, tax and audit purposes).

We review the personal data (and the categories of personal data) we are holding on a regular basis to ensure the data we are holding is still relevant to the CBF is accurate. If we discover that certain data we are holding is no longer necessary or accurate, we will take reasonable steps to correct or delete this data as may be required.

Individual's right to access: Under certain circumstances, by law individuals have the right to:

- access their personal data, commonly referred to as subject access requests. This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- ask us to correct any information that we hold about you which is incorrect, incomplete or inaccurate
- ask us to erase your personal information from our files and systems where there is no good reason for us continuing to hold it

- object to us using your personal information to further our legitimate interests (or those of a 3rd party) or where we are using your personal information for direct marketing purposes
- ask us to restrict or suspend the use of your personal information, for example, if you want us to establish its accuracy or our reasons for using it
- ask us to transfer your personal information to another person or organisation
- If you have given your consent to us processing your personal information (for example, consent to receive information about our seminars and events), you have the right to withdraw your consent at any time. To withdraw your consent, please contact info@thecbf.org.uk. Once we have received notification that you have withdrawn your consent, we will no longer process your personal information and, subject to our retention policy, we will dispose of your data securely.
- Individuals can make a subject access request verbally or in writing.
- We will follow the guidance from the [Information Commissioners Office](#)
- To make a subject access request you should email: info@thecbf.org.uk or telephone 01634 838739

Reporting Concerns: If you have a complaint or concern about the CBF's information rights practices you can report it to the Information Commissioners Office (ICO), the UK supervisory authority for data protection issues. You can call their helpline on 0303 123 1113 or visit their website <https://ico.org.uk/concerns/> for further information.

Details of person in charge of GDPR at CBF: If you have any questions about how your data is handled and stored then please contact Helen Marron, helen@thecbf.org.uk or telephone 01634 838739