



PRIVACY POLICY

Dated: January 2020

Review date: January 2021

Approved by 

Jean Tottie (Chair)

Privacy Notice

tide is committed to protecting your personal information and being transparent about what information we hold about you as in accordance with GDPR.

Using your information allows us to develop a better understanding and build relationships in order for us to provide you with relevant, timely information about our projects, events and activities. Because we are also a charity, it helps us engage with potential donors and supporters. This policy clearly explains how we collect, process, hold and share information we collect from you directly.

We use your information in accordance with applicable laws concerning the protection of personal information.

Who we are and how we approach data privacy

We are Life Story Network CIC, 151 Dale Street, Liverpool, L2 2AH. Registered CIC Number 08567031. We are the Data Controller for the purposes of data protection legislation.

The Life Story Network CIC (LSN). Registered Company no. 08567031 is a host for Together in Dementia Everyday (Tide) Registered Charity no. 1186976.

As a company we are committed to protecting and respecting the privacy of your personal information. We want you to be confident that your information will be properly protected whilst in our possession.

This notice explains how we, and carefully selected third parties we work with, will collect and use the personal information of our clients, suppliers, prospects, ex-employees, and users of our website. If this describes you, please read this notice carefully and make sure you're comfortable with the content.

If you have any questions about our use of your personal information, or you wish to exercise one of your rights under data protection legislation, please contact us. A summary of your rights is detailed in this notice.

Our website

This notice details how we use information you provide to us, including when you join our mailing list on our website <http://www.tide.uk.net/> and the website <https://www.lifestorynetwork.org.uk/> referred to in this notice as our Sites.

The Sites may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are

not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

Unfortunately, the transmission of information through the internet is never completely secure. Although we do our best to protect your personal data at all times, we cannot guarantee the security of the data you send to us through our Sites. Any transmission made is therefore at your own risk. Once we have received your information we use strict procedures and security features to protect against unauthorised access.

How we use your personal data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where we need to perform the contract we are about to enter into or have entered into with you.
- Where it is necessary for our legitimate business interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.
- Where we have your express consent.

Information we collect from you and the purposes for which we will use it

Each time you visit our website we will automatically collect the following information:

- Technical information, including your operating system, the browser you use (Device Information);
- Details of your use of our website including traffic data, the resources you use, where you have clicked through to our website from that of a third party, the domain name of the connecting website (Log Information);

Some online identifiers (such as static IP addresses) are your personal information.

We collect Device Information so that we can ensure adequate technical support for our website and ensure it is functioning properly on all operating systems/browsers. We want to ensure the content of our website is being presented to you in the most appropriate way to ensure it is easy to use/navigate. We also need this information in order to allow you to participate in interactive features on the website where you chose to do so.

We collect Log Information so that we can better understand how our website is used and improve its functionality/content. We want to provide you with a customised service.

These activities are in our legitimate business interests (i.e. we have a justifiable reason for processing your information in this way).

We use cookies on our Sites. A cookie is a small text file sent to your computer or device. We use Google Analytics to collect information about your browser, operating system, details of how you use our website and the domain name of the connecting website. To find out more information about Google Analytics, click [here](#).

You can manage this automatic collection of data by adjusting your cookie settings. More information can be found at <http://www.allaboutcookies.org/>

To find out about how long Google Analytics stores your data, click [here](#).

Providing us with personal information of another person

If you need to provide us with personal information about another person you must obtain that individual's express consent to pass us their information. You should share this notice with those individuals as it may also apply to them.

Marketing

We would like to send you information about news, products and services. If you have consented to receive marketing, you may opt out at a later date, by clicking on the unsubscribe link in the email newsletters or by contacting us on data@lifestorynetwork.org.uk.

We will not share your information with any other organisations for any purposes, including marketing, without obtaining your express permission. If you no longer wish to be contacted by us for marketing purposes, please email vicki@lifestorynetwork.org.uk

Data sharing

Why might you share my personal information with third parties?

We may have to share your personal data with carefully selected third parties who provide a service to us to support our core operations, such as: processing our mail, communicating with clients and prospective clients on our behalf (including via social media), running promotions, providing IT systems and administrative services and the development and improvement of internal systems and processes.

Other organisations where we are legally obligated to disclose your personal information (such as requests made in the prevention and detection of crime) or where disclosure is necessary to protect the property, rights and safety of us and our staff.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

Data security

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need-to-know. They will only process your personal information on our instruction, and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Rights of access, correction, erasure, and restriction

Your rights in connection with personal information. Under certain circumstances, by law you have the right to:

- Request access to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- Request the transfer of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal information, or request that we transfer a copy of your personal information to another party please contact us at data@lifestorynetwork.org.uk.

No fee usually required

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

Data protection representative

We have appointed a data representative to oversee compliance with this Privacy Notice. If you have any questions about this Privacy Notice or how we handle your personal information, please contact the data representative here at data@lifestorynetwork.org.uk.

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

Contact us

If you would like to request further information about this notice or the way in which we handle your personal information, please contact us at: data@lifestorynetwork.org.uk.