

Date updated: 22nd May 2018

Safeguarding your privacy is important to Babies In Buscot Support (BIBS) and we are committed to letting you know how we use your personal information and making responsible use of your data at all times.

References to “we”, “us”, “you” or “our” in this Privacy Policy are references to Babies In Buscot Support, a charity registered in England and Wales, registered charity number:1168487.

How do we collect information from you?

We obtain information from you when you contact us via social media, email or our website or when you interact with us directly via another means. We also collect information when you interact with us through 3rd parties such as Just Giving. You may also decide to share information in person with members of our staff or people who are contracted to work for BIBS such as our Family Support Practitioner, who provides support to families on Buscot Ward and in her role running the community based Support Group.

How do we use it?

We may use your information to:

- Process a donation you have made (including claiming Gift aid where relevant);
- Process orders you have placed for merchandise
- Register you for fundraising events
- Enrol you as a volunteer for ourselves or third parties
- Provide our charitable services to you and your family, by distributing gifts, providing services or offering support, or to provide wider charitable services that benefit others such as – with specific consent only - producing written or digital information aimed at informing and empowering Buscot families or raising awareness of issues encountered by families using neonatal care.
- Send you communications you may have requested that we believe may be of interest. These may include information about campaigns, appeals, organised fundraising events or other fundraising activities, news, promotions or various other information from time to time
- For our trusted partners to perform services for us such as reclaiming Gift Aid on our behalf
- To comply with legislation which requires us to identify and verify the identity of supporters who make major donations so we can assess any risks associated with accepting their donations or in the event of a legal disclosure requirement

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). We will hold your personal information on our systems for as long as necessary for the relevant activity, or as long as set out in any relevant contract you hold with us.

We treat sensitive personal information extremely carefully:

If you share your personal experience or the experiences of a friend or relative with BIBS or our Family Support Practitioner we will not share the information unless you have given permission. We may however, in the interests of improving the services provided by the NHS or BIBS, choose to share (anonymised wherever possible) information with representatives of the NHS or other reputable organisations.

Where you have given your express consent or otherwise clearly indicated to us (by submitting your story / photographs or other content to us in a public forum and confirming that you are happy to share your story), then we may publish it on our website, on our social media, or with your express permission with the press or other media outlets, or printed information such as our Parent

Information Booklet. We may also use your story in discussions or presentations with other organisations for example potential donors but again we will only do this with your express permission. If we would like to use your story again in a new format or with a different audience from that which you gave your original consent for, we will always check with you that you are happy to give your specific consent again.

How we keep your information safe:

We will protect your information by using an industry standard IT platform, with access limited to authorised persons such as staff, trustees, or trained volunteers, and any devices used to store your data locally are password protected. We will also ensure our staff, trustees and contractors are aware of this policy and the need to do all they can to protect your information.

Your Rights:

You have the right to ask for a copy of information we hold about you (for which we may charge a small fee).

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

This privacy policy may be updated from time to time, so please check it periodically to ensure that you're happy with any changes.