

# **BISI Care and Respite Ltd**

## **Privacy Policy**

This document gives full information on how we use your data, protect your privacy and it applies to all pages hosted at [www.bisiuk.com](http://www.bisiuk.com)

About this policy.

This is the privacy notice of BISI Care and Respite Ltd. Within this document, "we", "our", or "us" refer to BISI. References to 'our website' or 'the website' are to [www.bisiuk.com](http://www.bisiuk.com).

We are company number 13635165 registered in the United Kingdom. Our registered office is at St. Lawrence Lodge, 37 Chamberlain Street, Wells, England, BA5 2PQ.

BISI Care and Respite Ltd is committed to protecting your privacy and any data or details you provide. Our policy is not just an exercise in complying with the law, but a continuation of our respect for you and your personal information. When you provide, or we collect, information by which you can be identified, it will only be used in accordance with this policy and all applicable current laws concerning Data Protection and Information Governance of personal information.

BISI Care and Respite Ltd provides key services and grants to individuals, carers and families living with or alongside those with life limiting conditions and disabilities. In order for us to provide these services, it is necessary for us to process both personal and confidential information about you. Processing can mean any of the following: Collecting, Accessing, Recording, Holding, Viewing, Analysing, Storing, Adapting, Altering, Deleting, Disclosing.

BISI uses both paper and electronic systems to process the information of our staff, donors, supporters and any third parties we work with. BISI complies with the Data Protection Act 2018 and General Data Protection Regulations to ensure that your information is kept secure, that its integrity is maintained and that it is available when we/you need it.

### **What type of information do we collect about you?**

The information we collect from our website is for the use of BISI only, unless stated otherwise, and may include:

- Any personal data you provide to BISI when using our website such as name, address, email, telephone number etc. This data is collected in various sections of our website such as, but not limited to, the donation page, contact us facility, event registrations and grant applications.
- Your consent and preferences to marketing and contact, and in which methods you wish to be contacted. We will record your opt-in and opt-out preferences for mail, telephone, sms and email. This data is collected on all registration and application forms on our website.
- Your Internet Protocol (IP) Address. This is a string of numbers assigned to your computer that is recorded by our web server when you request any page or component on the website. This information is gathered in order to monitor general usage of the website and help us improve the site but we do not monitor individual website usage.
- Data recorded by the website which allows us to recognise you and your preferred settings. This saves you from re-entering information on return visits to the site. Such data is recorded on your computer's hard disk through the use of cookies.

Most browsers can be programmed to reject, or warn you before downloading cookies, and information regarding this may be found in your browser's help facility. Some parts of the website may not function properly if cookies are rejected.

When we collect data, we will only collect personal data that is relevant to the carrying out of a specific task e.g. considering applications for respite holidays, other services we provide and administration. We will never collect more data than we need to carry out any specific task. Information will be collected in the following ways, from you in person, over the phone, by post, email, online sign-up form.

### **How long will BISI retain your data?**

The Data Protection Act 2018 and the General Data Protection Regulations (GDPR), state the processing of your personal information must be done fairly, lawfully and transparently. BISI will only record and process your data when there is a legal basis to do so.

BISI Care and Respite Ltd will only retain your information whilst we have a legitimate reason and legal president, and we will not keep your details for any less time than required.

### **How is your data stored?**

The information provided by you will be stored securely by BISI on a database or in the form of encrypted electronic files/documents. If you have provided information on paper it is either transferred to the electronic database or, where we need to retain it (e.g. for auditing purposes) it is stored securely. All online payments are processed through a secure payments provider and we do not have access to your credit card or payment details. We do not store any physically submitted debit/credit card details and destroy or obscure these as soon as your payment or donation is processed.

Details provided through any third party companies e.g Wix.com, will be stored securely in line with Data Protection and GDPR regulations.

### **How do we process your information lawfully?**

The lawful bases for processing are set out in Article 6 of the GDPR. At least one of these must apply whenever we process personal data:

- Legal obligation: to ensure BISI complies with the law e.g. for the purposes of Gift Aid and financial audit in line with The Companies Act 2006.
- Contract: processing your data in accordance with any contract or entering of contract, between BISI and yourself.
- Legitimate interest: to process your data to support BISI fundraising activities.
- Consent: an individual has given clear consent for BISI to process their personal data for a specific purpose.

- Vital interests: necessary processing of data to protect someone's life
- Public Task: the processing of data in order to perform a task in the public interest or for official functions, and those functions have a clear basis in law.

Please note: You have the right to withdraw consent at any time, however this does not affect the legality of activities that used the information before the withdrawal.

The fact we may keep an individual's details on record does not mean this data will be used in any way other than for our own analysis. Any contact preference provided by an individual will always be honoured in accordance with current legislation irrespective of how long they have been on our database.

### **Information about your direct debit**

Bisi is not currently able to take payments or donations via direct debit, but this is something we are working towards. If in the future you agree to set up a direct debit arrangement for the purpose of subscribing to our newsletter or to make donations, the information you give to us will be passed to our own bank (Natwest) for processing according to our instructions. We would keep a copy for our records to ensure efficient management, processing and for auditing purposes.

We would keep this information only for the duration of the direct debit arrangement.

We will be registered under the direct debit guarantee scheme before taking any Direct Debit payments as a company. The direct debit guarantee scheme provides for the customer's bank to refund disputed payments without question, pending further investigation. Direct debits can only be set up for payments to beneficiaries that are approved originators of direct debits. In order to be approved, these beneficiaries are subjected to careful vetting procedures. Once approved, they are required to give indemnity guarantees through their banks.

### **Third Parties**

In order for Bisi Care and Respite Ltd to operate, we need to engage with other organisations for the provision of some services. All third-party contracts are assessed to ensure compliance with GDPR. Examples of contracted services includes:

- Incident Reporting – BISI records all incidents and follows internal procedures and may need to report these to external organisations.
- Data Management - occasionally we may need to use third parties to carry out certain activities, such as processing and sorting data, monitoring how customers use our website and issuing emails and brochures on our behalf. In all cases your data is protected and cannot be used independently by the third parties.
- Breach Reporting - BISI is legally required to report all GDPR breaches to the ICO.
- Audits – we work with other organisations who help us audit our systems to ensure that we are complying with our legal, regulatory and internal requirements.
- Continuous Improvement – we work with respite providers and centres of excellence to help identify areas for improvement, to ensure high standards with operational practices within the company.

- Business Partners - we will at times with your consent share data with business partners in order for you to receive services recommended by BISI but provided by our business partners e.g. if you wish to book holiday accommodation, holistic therapy treatments, or any other service or activity advertised on the BISI website.
- Online Group Meeting Platforms – BISI uses web-based applications to provide group video conferencing e.g. Zoom. These platforms will process your personal information when providing these services and may collect your information for their own legitimate interests.
- Online training providers or platforms - to ensure staff remain fully trained in matters such as data protection and GDPR.
- We use companies such as Wix.com and Wix Form Builder on our website who are fully compliant and have robust strategies in place to meet Data Protection and GDPR requirements.
- Payment processing such as Paypal

We will not disclose any of your information to any third parties without your consent except in circumstances required by law, court order or requested by another government or law enforcement authority.

## **Clients**

We may be required to collect data from you, your family members, and carers who use our services. Examples would be, you may be listed as next of kin or an emergency contact or we may need family details in order to progress with a grant application and respite referral.

Details of the information we process include but are not limited to:

- Your name and contact details e.g. address, phone number and email address
- Your date of birth
- Information about your next of kin or carer
- Your GDPR consent preferences.

Disabilities and specific requirements will only be discussed directly with the healthcare / respite provider. This information will not be stored by Bisi Care and Respite Ltd.

Your information is used for support purposes such as:

- To invite you to use or provide you with our support services.
- To process your request for information (e.g. booking, newsletter requests, respite Grant application).
- To send updates where requested.
- To request feedback to enable us to continue to improve and maintain high standards.

- To ensure we accurately record your GDPR preference and consent options.

## **Staff, Trustees and Contractors**

Staff, trustees and contractors will be required to share data with BISI Care and Respite Ltd across multiple stages including, job application, a successful job offer, acceptance and creation of an employee/HR file, along with ongoing updates to this file (including any investigations, grievances and disciplinarys if they occur) and for all payroll reasons.

Some data we will be required to process will be:

- Name, address, telephone number and e-mail
- Education and employment history
- References
- Forms of Identification
- Proof of eligibility to work in the UK
- Emergency contacts
- Bank details
- National Insurance Number
- Pension details

We also need to process your information to ensure that we are complying with our legal obligations as an organisation, for example:

- Proof of eligibility to work in the UK
- For insurance and taxation purposes
- For compliance with the Equality Act 2010

We may also share your information with other organisations when we are legally required to do so by law.

## **Enquires, Donors and Supporters**

BISI collects personal information when you make an enquiry, requests for information, sign up to a newsletter, when a grant application is made, for all respite referrals, when you take part in a fundraising event, if you become a corporate sponsor, and in cases of all donations.

Examples of some of the information we may collect are below:

- Title, name, address, telephone number, email address
- Date of Birth

- Payment information
- Preferences and consent options

Consent of a parent or carer is needed when we collect or process data for children or for adults who are without the capacity to consent for themselves.

## **Visitors to our Website and Social Media Sites**

### **How do we use cookies on our website?**

To enhance your experience on our website, some of our web pages use “cookies”. Cookies are small text files that we place in your computer’s browser to store your preferences.

Cookies, by themselves, do not tell us your email address or other personal information unless you choose to provide this information to us by, for example, registering on our website or purchasing events tickets or products.

Once you choose to provide a web page with personal information, this information may be linked to the data stored in the cookie. A cookie is like an identification card. It is unique to your computer and can only be read by the server that gave it to you. We use cookies to understand site usage and to improve the content and offerings on our website. For example, we may use cookies to personalise your experience on our web pages (e.g. to recognise you by name when you return to our site). Cookies save you time as they help us to remember who you are. Cookies help us to be more efficient. We can learn about what content is important to you and what is not. We can revise or remove web pages that are not of interest and focus our energies on content you want.

If you want to control which cookies you accept, you can configure your browser to accept all cookies or to alert you every time a cookie is offered by a website’s server. Most browsers automatically accept cookies. You can set your browser option so that you will not receive cookies and you can also delete existing cookies from your browser. You may find that some parts of the site will not function properly if you have refused cookies. Please be aware that if you do not configure your browser you will accept cookies provided by this website.

### **Other websites**

This privacy policy only covers the BISI Care and Respite Ltd website and its subsites. Any other websites which may be linked to by our website are subject to their own policies, which may differ from ours. BISI is not responsible for the conduct or content of these sites.

## **Your Rights**

Under the Data Protection Act 2018 and GDPR, you have the following rights relating to personal data:

- Right to be Informed
- Right to Access
- Right to Rectification
- Right to Erasure
- Right to Restrict Processing
- Right to Data Portability
- Right to Object
- Right in relation to automated decision making and profiling

If you would like to exercise one of these rights, please contact us in writing.

## **Security**

BISI Care and Respite Ltd will ensure that your personal information is treated securely. We adhere to strict guidelines to ensure your details are held securely on our databases once they have reached us.

BISI is not able to guarantee the total security of data being transmitted over the Internet, so information is submitted at your own risk.

## **Acceptance of our Privacy Policy**

Use of the BISI website implies acceptance of this Privacy Policy. If you are not satisfied with any aspect of it please do not continue to use the website and BISI services. This policy will be updated if there are any changes in our practice and you are deemed to have accepted the current version each time you use the site.

## Contact Us

If you have any questions regarding our privacy policy or any data we may hold on you then please contact us in writing with details of the information or changes required, by one of the contact methods listed below:

Information Governance Lead  
BISI Care and Respite Ltd  
St. Lawrence Lodge,  
37 Chamberlain Street,  
Wells,  
England,  
BA5 2PQ  
Email: [info@bisiuk.co.uk](mailto:info@bisiuk.co.uk)

## The Information Commissioner's Office

The supervisory authority for data protection in the United Kingdom is the Information Commissioner's Office (ICO). If you would like to see our registration with the ICO, enter the following registration codes into the website: ZB02459

If you would like further information relating to data protection, you have the right to contact the ICO at the following address:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113

Website: [www.ico.org.uk](http://www.ico.org.uk)

## Review of this privacy policy

We may update this privacy notice from time to time as necessary and the list contained in it may not be exhaustive. The terms that apply to you are those posted here on our website on the day you use our website. We advise you to print a copy for your records.