



## **PRIVACY NOTICE**

Mencap Bishops Stortford is known as “Grove Cottage” and is a registered charity based at Grove Cottage, 151 London Road, Bishops Stortford, Hertfordshire, CM23 3JX. Grove Cottage is the data controller for all personal data and/or special category data processed in the provision of services. Grove Cottage takes security of data very seriously and all feasible security measures are in place. Grove Cottage also takes what measures are open to us to ensure any “processors” of data on our behalf also respect privacy. We process “personal data” and “special category data” (as defined in data protection legislation) in the provision of support and associated services, administration and fund-raising.

This Privacy Notice is intended to set out your rights and answer any queries you may have about your personal data. If you need more information, please contact [info@mencapgrovecottage.org](mailto:info@mencapgrovecottage.org).

### **DATA STORAGE**

Data are held in both manual and electronic formats:-

- MANUAL – data are held securely and the information is processed in line with the legislation and/or the organisation’s privacy notice. Access is restricted to maintain the integrity of the data and is for those who may require such access to perform their duties.
- ELECTRONIC – data are held/processed in the private cloud and/or on organisation servers. Regular backups are taken and held off site. Access is again restricted.

### **DATA RETENTION**

All data are held securely. We will retain your personal data for as long as is necessary to fulfil the purposes for which it is collected. When assessing what retention period is appropriate for your personal data we take into consideration;

- The requirements of our business and the services provided
- Any statutory or legal obligations
- The purpose for which we originally collected the personal data
- The lawful grounds on which we based our processing
- The types of personal data we have collected

### **DATA SECURITY**

We have put in place commercially reasonable and appropriate security measures to prevent your personal data from being accidentally lost used or accessed in an unauthorised way. We limit access to your personal data to employees, contractors or other third parties who have a business need to know and are subject to a duty of confidentiality.

## **PRIVACY & COOKIES**

Data may be shared with third parties as part of our services, for our administration and/or if we are required by law to do so. We cannot accept any liability for any processing conducted by a third party outside our remit.

As part of our compliance, we have conducted a cookie audit on our website. Cookies are internet files used by the system to view websites and their content. We utilise analytical cookies to help us monitor and develop our site. None of the cookies we use are intrusive on your system. You are at liberty to turn off cookies through your browser but you should be aware that this may affect your viewing experience.

None of the above affects your rights under the legislation, in particular your right to access the data we hold on you. You may request a copy of the personal information we may hold on you. All access requests should be submitted by email to [info@mencapgrovecottage.org](mailto:info@mencapgrovecottage.org) or in writing to Grove Cottage, Data Protection Lead, 151 London Road, Bishops Stortford, Hertfordshire CM23 3JX. In both cases please include the heading; Subject Access Request.

Please include enough information to enable us to identify you and search for appropriate data. If you are dissatisfied with this policy, have queries about our data protection procedures or wish to lodge a complaint, please contact Grove Cottage in the first instance. Thereafter you have the right to submit a complaint to the Supervisory Authority, the Information Commissioner's Office (ICO):

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Telephone 03030 123 1113  
Website <https://ico.org.uk/concerns>