

Find A Voice Privacy Policy



Our contact details

Name: Find A Voice

Address: 49 Beaver Lane, Ashford, Kent, TN23 5NU.

Phone Number: 01233 640443

E-mail: enquiries@findavoice.org.uk

The type of personal information we collect

We currently collect and process the following information:

- Attendees addresses/phone numbers/email addresses
- Attendees emergency contacts addresses/phone numbers/email addresses
- Employee addresses/phone numbers/email addresses/financial information
- Business contracts addresses/phone numbers/email addresses/financial information

How we get your personal information and why we collect it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Emergency contact details
- Invoicing
- Payment of services to business contracts

We use the information that you have given us in order to

- Contact you about your sessions (if we have any changes)
- Contact emergency contacts
- Create service invoices
- Pay business contracts invoices

We may share contact information with

- Emergency services if medical care is required
- Social services under duty of care

Under the General Data Protection Regulation (GDPR), the lawful basis we rely on for processing this information are:

(a) We have a legal obligation.

(b) We have a vital interest.

(c) We have a legitimate interest.

How we store your personal information

Your information is securely stored at 49 Beaver Lane, Ashford, Kent, TN23 5NU.

We keep contact details for 6 months after ceasing sessions at 49 Beaver Lane We will then dispose this information by business shredding services.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at (email) enquiries@findavoice.org.uk (post/in person) 49 Beaver Lane, Ashford, Kent, TN23 5NU (Telephone) 01233 640443 if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Find A Voice, 49 Beaver Lane, Ashford, Kent, TN23 5NU.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>