

## Blatchington Court Trust Privacy Notice

### Contact Details:

- Address: 6A Hove Park Villas, HOVE, East Sussex, BN3 6HW, GB
- Phone: 01273712510
- Email: [info@blatchingtoncourt.org.uk](mailto:info@blatchingtoncourt.org.uk)

### Information We Collect and Use:

**For Services and Goods:** Names, contact details, gender, pronoun preferences, addresses, date of birth, emergency contact details, next of kin details, photographs/videos, call recordings, service user history, health information, dietary information, care needs, work/home/living conditions, support requirements, lifestyle/interests/personal history, records of meetings/decisions, website user information, compliments/complaints, racial/ethnic origin, sexual orientation.

We collaborate with third-party agents (counsellors) who act as joint data controllers alongside Blatchington Court Trust. These agents collect and process personal information necessary to provide services, ensuring all data is handled confidentially and in compliance with data protection laws. We have agreements in place to clearly define our respective responsibilities for protecting your data rights.

**For Donations/Funding:** Names, contact details, addresses, payment/banking details, donation history.

**For Monitoring Visitors:** Name, employer, time of entry/exit, visiting purpose, car registration.

We utilise a digital sign-in system via a tablet to register visitors entering and exiting our building. This system collects personal information such as names, contact details, and times of entry and exit. The primary purposes of collecting this data are to ensure building security and to maintain an accurate log of all occupants, which is vital during fire emergencies for effective evacuation procedures. Access to this information is strictly limited to authorised personnel, and all data is handled in compliance with data protection regulations to maintain confidentiality and security.

**For Marketing:** Names, contact details, date of birth, addresses, marketing preferences, recorded images, call recordings, website/app user journey information, records of consent, health information (eye conditions).

**For Legal Compliance:** Name, contact information, identification documents, health, and safety information.

**For Recruitment:** Contact details, date of birth, National Insurance number, photo ID, employment history, education history, right to work information, criminal convictions, security clearance, racial/ethnic origin, health information.

**For Queries/Complaints:** Names, contact details, address, witness statements, previous investigations, customer/client accounts, health and safety information, correspondence.

**For Analytics:** IP Address, Termly, Browser Type and Version, Operating System, Referring Website, Pages Viewed, Time Spent on Pages, Links Clicked , Other Diagnostic Data.

When you visit our website, we may collect certain information automatically through the use of cookies and similar tracking technologies. We use this data to analyse trends, administer the website, track users' movements around the site, and gather demographic information to improve our website and services. **This information is collected in a way that does not directly identify any individual.** You have the right to opt-out of analytics tracking by adjusting your browser settings or by using available opt-out mechanisms.

### **Lawful Bases and Data Protection Rights:**

- **Lawful Basis:** We must have a lawful basis for collecting and using your personal information, as per UK GDPR legislation.
- **Your Rights:** You have rights such as access to your information, rectification of inaccurate information. More details are available on the ICO website.

## **Your Data Protection Rights:**

- **Right to Erasure:** You can ask us to delete your personal information.
- **Right to Restriction:** You can ask us to limit how we use your personal information.
- **Right to Object:** You can object to the processing of your personal data.
- **Right to Data Portability:** You can ask us to transfer your personal information to another organisation or to you.
- **Right to Withdraw Consent:** You can withdraw your consent at any time if we use consent as our lawful basis.

If you make a request, we must respond within one month. Contact us using the details at the top of this notice to make a request.

## **Lawful Bases for Collecting and Using Your Data:**

- **Consent:** We have your permission after providing all relevant information. You can withdraw your consent at any time.

## **Sources of Personal Information:**

- Directly from you
- Family members or carers
- Educational organisations
- Local Authority
- Hospital/Eye Clinic

## **CCTV Images:**

- We use video surveillance at our Hove offices to prevent or detect crime. Access is restricted to necessary areas. We control all CCTV equipment and processes.
- A third-party (SCIP) has access to the footage solely for the purpose of maintaining and ensuring the proper functioning of the system. We have a contractual agreement in place that obligates the third party to adhere to strict data protection standards, ensuring the confidentiality and security of all personal data processed.

## **Retention of Information:**

- We keep your information based on the purposes for processing, accuracy, relevance to future legal claims, and legal requirements.

**Sharing Personal Information:**

- Safeguarding organisations
- Local authorities or councils
- Third-party consultants
- Legally obliged organisations

**How to Complain:**

- Contact us using the details at the top of this notice.
- If unsatisfied, complain to the ICO at:
  - **Address:** Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
  - **Helpline:** 0303 123 1113
  - **Website:** ICO Complaint

Thank you for taking time to read this privacy notice.

Last updated:

April 2025