

## **BasLight Community Interest Company Privacy Notice**

BasLight Community Interest Company (BasLight CIC, "we", "us", "our") is committed to protecting the privacy and security of your personal information. This privacy notice describes how we collect and use personal information about you.

Baslight CIC is the 'controller' of your personal data. As the data controller, BasLight CIC decides how your personal data is processed and for what purposes. We are registered with the UK Information Commissioner's Office (ICO) under registration number ZA746753. You can confirm our registration here: [www.ico.org.uk](http://www.ico.org.uk).

### **Our contact details**

Name: BasLight Community Interest Company (also known as BasLight CIC).  
Registered in England & Wales no 12551986.

Registered address: Worting House, Church Lane, Worting, Basingstoke, RG23 8PX.

Phone Number: 01256 263210.

E-mail: [helpers@cov19bas.org.uk](mailto:helpers@cov19bas.org.uk)

Website: [www.cov19bas.org.uk](http://www.cov19bas.org.uk)

Please address any data protection queries to BasLight CIC ([helpers@cov19bas.org.uk](mailto:helpers@cov19bas.org.uk)) and include the words 'data protection' in the subject line of your communication.

### **What type of information we have**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details of you and if you order on behalf of someone else, their name and contact details).
- Telephone messages you leave on our answering machine when you telephone us.

### **How we get the information and why we have it**

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

- to respond to your request if you have made an enquiry or wish to give us feedback.

- to fulfil your order of a product ordered directly on our website (for example a key worker's snack box).
- to record your involvement with us.
- to let you know about changes to our services or policies.
- to administer any grant that is made from you to BasLight CIC.
- to provide any information you have requested from us, and direct you to any services that may be relevant
- to manage your preferences for hearing from us
- to send you communications about our work and how you can help us (for example, information about our community activities and about volunteering to help with our Covid-19 response in Basingstoke & Deane).

We will only hold the information you provide for so long as is necessary for the intended purposes or as is required by law.

Whenever you contact BasLight on behalf of another person, you must ensure that you have the right to share personal information with us relating to that individual. This will usually be the case if you are their primary carer and you have their expressed consent or if they lack capacity to make their own informed decisions and you are acting in their best interest (for example in accordance with the Mental Capacity Act).

Some website functionality may be unavailable to users who do not provide their data, or who do not consent to the use of Cookies and similar technologies on this site. Additionally, if you choose not to provide your personal information, we will not be able to provide you with information about our products or services or with other support or responses.

We also receive personal information indirectly, from the following sources in the following scenarios:

- your information may be shared with us from other online accounts. Depending on your settings or the privacy policies for other online services like Facebook or Twitter, you might give us permission to access information from those accounts. The information we get from those online services depends on your personal settings, and therefore it is recommended that you check them regularly.

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

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting ([helpers@cov19bas.org.uk](mailto:helpers@cov19bas.org.uk)) and include the words 'data protection' in the subject line of your communication.

- (b) We have a contractual obligation (when you order a box from us or your organisation has provided us with grant funding).
- (c) We have a legal obligation (for example, if we are required to retain your information to comply with applicable tax/revenue laws), resolve disputes, and enforce our agreements.

## **What we do with the information we have**

BasLight CIC complies with its obligations under the "GDPR" by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

We use the information that you have given us in order to fulfil your contract with you (for example when you order a box or you make a grant to us) or to fulfil your query (for example when you contact us with an enquiry).

We also monitor electronic communications and use of our Website. You can find out more about how we use information about the communications devices you use, such as IP address (the location of the computer on the internet) and cookies, in the section 'How we use cookies' and in our Cookie Policy which can be found [here](#).

In certain exceptional circumstances, we may be required to share your information with other agencies, such as the police and ambulance services where we consider it is necessary or appropriate to do so. Where possible, we will consult with you prior to sharing any information and limit the amount of information provided to a minimum, pertinent to the required purpose. We will also ensure that appropriate steps are taken to protect your information according to the UK Data Protection Law and this Privacy Policy.

Exceptional circumstances may include:

1. Where we are legally required to do so by a court order or other law enforcement agencies, professional regulators, and/or safeguarding agencies.
2. Where you or someone you are calling about is at risk of serious harm, neglect, death, or other significant threat to self or personal safety and wellbeing and lack capacity under the Mental Capacity Act 2007.
3. Where you have told us that a child may be experiencing harm or other threats to their personal safety and well-being, either from their own actions or the actions of others.
4. Where disclosure is deemed necessary to prevent a crime or serious offence being committed.

## **How we store your information**

Your information is securely stored to manage data protection and data privacy in line with the requirements of the General Data Protection Regulations (GDPR) and Data Protection Act 2018, to prevent data loss, to preserve data integrity and to regulate access to the data. Only authorised persons have access to the personal information you provide via this website and via our telephone answering machine. All such personnel who have access to your personal information are required to adhere to this Website Privacy Notice.

We keep personal information you provide to us via this website only for as long as is necessary for the purposes set out in this notice. We will retain and use your information to the extent necessary to comply with our legal obligations (for example, if we are required to retain your information to comply with applicable tax/revenue laws), resolve disputes, and enforce our agreements. We may also retain log files for internal analysis purposes. These log files are generally retained for a short period of time, except where they are used for website security, to improve website functionality, or we are legally obligated to retain them for longer time periods.

## **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 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 information in certain circumstances.

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

**Your right to data portability** - You have the right to ask that we transfer the 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 [helpers@cov19bas.org.uk](mailto:helpers@cov19bas.org.uk) or phone 01256 263210 if you wish to make a request.

## **Further processing**

If we wish to use your personal data for a new purpose, not covered by this Data Protection Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

## **How to complain**

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

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.