

PRIVACY POLICY V1.3



INTRODUCTION

The Thyroid Trust, also known as Thyroid Friends Network, is a registered charity, number 1183292.

Our constitution and all policy documents can be viewed [on request](#).

OUR CHARITABLE OBJECTS ARE

- To work for the benefit of people in the UK who are affected by thyroid conditions and related conditions or diseases, in particular but not exclusively, by providing empathetic peer support and reliable information from credible sources, holding regular meetings and raising awareness of thyroid health-related issues.
- We will do this in order to relieve unnecessary suffering and isolation in thyroid patients and their families, promote their well-being, increase the likelihood of early diagnosis and access to appropriate care, as well as create opportunities for healthcare professionals to build their understanding of patients' perspectives.

BACKGROUND TO POLICY

The Thyroid Trust is committed to ensuring that anyone using our services maintains the level of privacy to which they are entitled. This is particularly important when dealing with medical conditions. Under the European Union's General Data Protection Regulations (GDPR) 2018, the Thyroid Trust has a legal duty to protect any information we collect from you.

INFORMATION WE COLLECT

Through the variety of work that the Thyroid Trust undertakes, different forms of information may be collected from you at different times, and retained. In all cases, we DO NOT pass on your contact details to any third party unless you give us permission to do so, and any volunteers or contractors who may need to have access to contact information are required to read and sign our data protection policy which requires that they keep such data confidential.

If you provide us with your contact details or other information about you, you need to be aware that we will hold details pertinent to your contact with us on file as part of our records.

This may include sensitive information, providing you have given us permission to hold such information.

This information may be processed for administrative or legal purposes or as required for the Charity's contact database which we use to keep you informed about our work.

This may include passing certain data to third parties such as suppliers providing services which require the use or creation of contact data (for example, a mail house or bulk emailing company). Your data may also be used in emergency situations, to protect the legal interests and other rights of the Charity or in other situations where you have consented to the disclosure of such information.

The following are examples of information which may be retained by us as part of our contact records. The list is not exclusive or exhaustive:

- References obtained during volunteer recruitment.
- Details of volunteering agreements and volunteering undertaken.
- Details of dates when you have attended a meeting.
- Details of relevant skills you may have indicated you could offer to the Charity.
- Records of any cash or gift in kind donations you may make to the Charity.
- Details pertaining to your health you may want us to be aware of.
- Details of any problems that have arisen through your involvement with the Charity.
- Any training records, if you undergo any training with the Charity.
- Contact names and addresses and brief contact notes.

It should also be noted that we might hold the following information about you, for which disclosure will be made only when strictly necessary for the purposes set out below:

- Your health, for the purposes of compliance with our health and safety obligations.
- How your health may affect your ability to access Charity meetings.
- Any unspent convictions records, to enable us to assess your suitability for relevant roles supporting our work.

We will endeavour to update our contact files on a regular basis.

Should your contact details change and you wish us to keep in touch it is your responsibility to ensure that any changes in personal details which you wish us to hold are communicated in writing to us via email at connect@thyroidtrust.org, or write to us at 15 Great College Street, London, SW1 3RX

We use different methods to collect data from and about you through direct interactions. You may give us your Identity, Contact and Financial Data by filling in forms or by mail, phone, email or through chat or social media. We use this personal information to send requested information or to follow up on discussions relevant to your involvement with us, with your permission. The IP address and location data we use to analyse where our visitors come

from and which pages on the websites they find interesting. We will never automatically add someone to our mailing list; this requires an active action by the person themselves.

WEBSITE USAGE INFORMATION

Our website is hosted by Weebly, Inc. (“Weebly”). Weebly provides us with the online platform that allows us to provide the website to you. Your information, including Personal Information, may be stored through Weebly’s servers which may be outside the EU. By using the website, you consent to Weebly’s collection, disclosure, storage, and use of your Personal Information in accordance with Weebly’s privacy policy available at <https://www.weebly.com/privacy>.

OUR WEBSITE USES COOKIES AND LOG FILES

A cookie is a small text file that is stored on a computer, tablet or smartphone during the first visit to this website.

You can set your browser not to accept cookies, however if you do some parts of our website site may not work correctly, e.g. text sizing.

Log files allow us to record visitors’ use of the site. We analyse log file information from all our visitors and use it to make changes to the layout of the site and to the information in it, based on the way that visitors move around it. Log files do not contain any personal information and they are not used to identify any individual patterns of use of the site.

LINKS TO OTHER WEBSITES

We may provide links to other websites or online applications. However, we are not responsible for the privacy practices employed by those websites or the information or content they contain. This Privacy Policy applies solely to information collected by us. Therefore, this Privacy Policy does not apply to your use of a third-party website accessed by selecting a link via our website. To the extent that you access or use another website or application, then the privacy policy of that other website or application will apply to your access or use of that site or application. We encourage our users to read the privacy statements of other websites before proceeding to use them.

HOW WE USE AND SHARE INFORMATION

Personal Information: We do not sell, trade, rent or otherwise share your Personal Information with third parties. We may share your Personal Information with vendors and other third-party providers who are performing services for The Thyroid Trust if it is necessary for them to use your data to perform that service. In general, the vendors and third-party providers used by us will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide to us. However, certain third-party service providers, such as payment processors, have their own privacy policies in respect of the information that we are required to provide to them in order to use their

services. For these third-party service providers, we recommend that you read their privacy policies so that you can understand the manner in which your Personal Information will be handled by such providers.

In certain circumstances, data protection laws allow personal data to be disclosed to law enforcement agencies without the consent of the data subject. Under these circumstances, The Thyroid Trust will disclose requested data. However, the Director will first ensure the request is legitimate, seeking assistance from legal advisors where necessary.

Non-Personal Information: In general, we use Non-Personal Information to help us improve the website and customize the user experience. We also aggregate Non-Personal Information in order to track trends and analyze use patterns of the website. This Privacy Policy does not limit in any way our use or disclosure of Non-Personal Information and we reserve the right to use and disclose Non-Personal Information to third parties at our sole discretion.

WHAT HAPPENS WITH THE INFORMATION I SUPPLY TO YOU?

Any details you supply to us are held in strict confidence and in accordance with the European Union's General Data Protection Regulations 2018. If you state you are happy for us to hold your details we may from time to time contact you either by phone, post or email about our work or to update the information we hold on you.

Should you prefer us not to contact you in this way, please tell us using the contact form on this website, or write to us at the following address: The Thyroid Trust 15 Great College Street, London, SW1P 3RX or email us at connect@thyroidtrust.org, or reply to any email you receive from us with 'unsubscribe' in the subject and we will remove you from our contact list.

HOW LONG WE KEEP YOUR DATA

If you provide us with your contact data we will keep it until such time as you may ask us not to. This is because we appreciate that thyroid conditions can be life long and you may wish to hear from us at different times depending on how your health is at any given point.

CHANGES TO OUR PRIVACY POLICY

We reserve the right to change this Privacy Policy at any time. If we decide to change this Privacy Policy, we will post these changes on this page so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it. Any such modifications become effective five days after we first post the changes on the website or otherwise provide you with notice of such modifications.

YOUR RIGHTS

All individuals who are the subject of personal data held by The Thyroid Trust are entitled to:

- Ask what information the organisation holds about them and why;
- Ask how to gain access to it;
- Be informed how to keep it up to date;
- Be informed how the charity is meeting its data protection obligations;
- Requests for your personal data should be made by email or post, addressed to the Director who will aim to provide the relevant data within 14 days. This process is subject to verification of your identity prior to handing over any information.

If at any point you believe the information we process on you is incorrect you can request to see this information and have it corrected or deleted. If you wish to raise a complaint on how we have handled your personal data, you can contact us to have the matter investigated.

chair@thyroidtrust.org

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office

<https://ico.org.uk/>

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