

New Forest Disability Information Service

Privacy Statement

New Forest Disability Information Service (NFDIS) is committed to protecting your privacy and ensuring the security of your personal data. This statement outlines how and why we collect, use, and protect your information.

Lawful Basis for Processing Personal Data

In order to provide you with an appropriate service, it is necessary for us to record and process some of your personal data.

We typically process personal data on the lawful basis of **legitimate interest**. As a charity, our legitimate interests include:

- Providing information, advice, and support to people with disabilities and their families.
- Managing relationships with service users, volunteers, donors, and stakeholders.
- Promoting awareness and understanding of disability-related issues.
- Ensuring the effective operation of our services and activities.

There may also be occasions (e.g. employee relationship) when we process data on the lawful bases of **consent, contract** or **legal obligation**.

We only collect and process data that is necessary to fulfil these purposes and always consider your rights and interests.

Processing Special Category Data

In some cases, we may need to collect and process **special category data**, such as information about your health or disability status. We do this under the condition that:

- We are a **not-for-profit organisation**.
- The processing relates solely to our legitimate activities.
- The data is not disclosed outside the organisation without your explicit consent.

This processing is essential to provide tailored support and ensure accessibility to our services.

Data Security and Retention

We take appropriate measures to safeguard your data, including secure storage and restricted access. Personal data is retained only for as long as necessary to fulfil the purposes for which it was collected, in accordance with our data retention policy.

Your Rights

You have the right to:

- Access your personal data.
- Request correction or deletion of your data.
- Object to processing based on legitimate interest.
- Withdraw consent where applicable.

To exercise your rights or for any queries about your data, please contact us at:

Email: info@newforestdis.org.uk

Phone: 01425 628750

Address: New Forest Disability Information Service, 6 Osborne Rd, New Milton, Hants.
BH25 6AD.