

Steel Bones UK is a Registered Charity with number: 1174189

Our registered office is at Design Communications, 3 Abbeyfields, Bury St Edmunds, Ip33 1AQ

We are registered to process data at the Information Commissioner's Office (ICO). Our privacy and transparency policy pursuant to the Data Protection Act, 2018 and the General Data Protection Regulation (GDPR) Who we are Steel Bones UK [also referred to as "we", "our"] takes your privacy very seriously. This Privacy Policy explains how we use personal information that we collect from you.

By providing your personal information to us, you acknowledge your consent to its processing in accordance with this Privacy Policy. Any personal information you supply to Steel Bones UK will be treated in accordance with the Data Protection Act 2018 and such other and further legislation and regulation designed to protect your personal information and privacy. Your information is secured with appropriate technology and procedures.

Steel Bones UK may from time to time amend this Privacy Policy.

Consent

By providing your personal data to us you are taken to consent to our processing that data. Any telephone calls made to or by us or our suppliers may be recorded for quality monitoring and training purposes and to assist in preventing and detecting fraud. We do not intentionally collect any information from children under 16 years of age.

Anyone who has logged their personal information with us can amend or remove personal information at any point by emailing hello@steelbone.co.uk or telephone 01223 734 000 or in writing at our registered office: Design Communications, 3 Abbeyfields, Bury ST Edmunds, IP33 1AQ.

Processing for which you give your consent

When you provide us with your personal data you do so for the purpose of enabling us to carry out fund-raising and other support related activities which are our connected with our charitable purposes.

Processing health data (a special category of data)

As part of our processing of your personal data this may include health data which you consent to give us to provide you or others with support or other related services connected with our charitable purposes. How we collect information Personal information that Steel Bones UK or our suppliers collect directly from you or from third parties may include details such as your name, email address, postal address, telephone number, date of birth, health information and IP address.

Information is collected by the following means: Information provided by you in connection with our events and activities or as part of any marketing or other promotional exercise or exercises we may carry out from time to time; If you contact us in writing or by telephone, we may keep a record of that communication and from third parties. We aim to ensure that information is kept up to date and accurate. Please advise us of any changes in the information that you have provided to us as soon as possible. If you believe that there may be an error in any of the information that you have submitted, please contact us (see below) and we will review and correct any inaccurate information in your records as soon as possible. The purposes for which we may use your data The personal information Steel Bones UK collects will be used for analytical purposes, managing and administering

support, products and services that we supply, and to assist us in improving our website, processes, products and services.

This processing is used to: ● confirm your identity; ● prevent fraud and money laundering; ● verify the information provided; ● assist you with claims and enquiries; ● maintain your claim records; ● carry out anonymised statistical analysis; and, ● improve our service quality and compliance monitoring.

Preventing and detecting crime

We may share data (including electronic identifiers such as IP addresses) with third parties including our product and service providers or the police and fraud prevention agencies if we believe that it is reasonably required for the prevention or detection of crime or fraud or to protect our customers.

To help prevent crime we may at any time share information about you with other organisations and public bodies including the police. If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies to prevent fraud and money laundering. Data may also be released to third parties if we are required to do so under the terms of a court order or in the investigation and settlement of a claim.

Sharing your data Steel Bones UK does not disclose your information to anyone except:

- when we have your permission; or
- when we are required or permitted to do so by law or by regulatory bodies; or
- to other companies who provide a service to us or you; or
- when it is necessary for the performance of an agreement we have with you; or
- for fraud prevention purposes; or
- when we may transfer rights and obligations under this agreement.

Your information will only be disclosed to a third party where the third party has agreed to keep your information strictly confidential and use it only for the specific purpose for which we provide it to them. We may transfer your information to other countries including those located outside the European Economic Area. If we do this we will seek to ensure that anyone to whom we pass it provides an adequate level of protection. Steel Bones UK does not sell customer data to third parties nor do we permit the selling of customer data by any companies or persons who provide a service to us. We may provide permanently anonymised data to commercial organisations such as law firms or insurance companies for the purposes of research and other statistical analysis.

Dealing with other people

Data protection regulations mean that we will only talk to you or your authorised representatives about anything to do with you. If you have nominated an alternative contact, this person will be able to discuss all aspects of your dealings with us. In some exceptional circumstances we may also deal with other people who have a legitimate reason to contact us, such as the Police.

Further information

For further information please contact us with full details of what you require in writing to the Data Protection Officer via hello@steelbone.co.uk. We may require further evidence of your identity in order to process your request. In the interests of confidentiality such requests cannot be accepted from persons acting on your behalf.