



Equality Focus

Equality & Diversity for Your Organisation

Equality Focus Ltd Privacy Policy

1. What information do we collect from you?

We collect information about you when you register with us for your non-medical help support or get in touch with us regarding our services. This information may for example include your name, address, date of birth, contact information, university and course information and, if you disclose it, your disability information. Where applicable we will also require a copy of your DSA funding confirmation letter from your funding body. You / your university may also provide us with your Needs Assessment Report if you have given permission for this to be shared with us. We also collect information when you voluntarily complete customer surveys and provide feedback to us. Website usage information is collected using cookies.

2. Why do we collect this information?

The information is collected so that we can arrange and provide you with the support that you have been awarded or contact you with details of the services you have requested information about. We also ask for your feedback about the services we provide you with. We use aggregated information provided in surveys and feedback to improve our services in the future.

3. Who might we share your information with?

Your information will be shared with your support worker(s) so that they can finalise arranging your support directly with you. We may also share information with your university / institution, so they can see the support you have been receiving as part of a termly Individual Learning Plan. Some of your information such as your name, date of birth and Customer Reference Number will be shared with the relevant organisation that funds your support so that we can invoice them for the support we have provided to you. If you have separately given your permission, information may be shared with the



Disabled Students Allowances Quality Assurance Group (DSA-QAG) for the purposes of auditing our services.

4. What do we do with your information?

We collect information about you to process your registration with Equality Focus, arrange and manage your support and, invoice the relevant organisation that is funding your support. We use aggregated information provided in surveys and feedback to improve our future services. We use your information collected from the website to personalise your repeat visits to our website. Equality Focus Ltd will not share your information for marketing purposes with companies outside of our organisation.

5. How long do we keep hold of your information?

When determining the relevant retention periods, we will take into account factors including:

- our contractual obligations and rights in relation to the personal information involved;
- legal obligation(s) under applicable law to retain data for a certain period of time
- statute of limitations under applicable law(s)
- (potential) disputes, and
- guidelines issued by relevant data protection authorities.

Otherwise, we securely erase your information once this is no longer needed.

6. How do we keep your personal information safe?

We take reasonable steps to put in place appropriate physical, electronic, and procedural safeguards to protect the integrity and security of personal information about you and to prevent unauthorised or unlawful processing of personal information and the accidental loss, destruction, or damage to personal information. These measures include internal reviews of our data collection, storage and processing practices and security measures (Strong password protection and in certain areas industry standard SSL-encryption to protect data transmissions), as well as physical security measures to guard against unauthorised access to systems where we store data.

However, data transmissions over the Internet and methods of electronic storage are not 100% secure. Consequently, we cannot guarantee or warrant the security of any information you transmit to us and you do so at your own risk.

If Equality Focus learns of a security system breach, we may attempt to notify you electronically so that you can take appropriate protective steps. We may post a notice on our web site if a security breach occurs. If this happens, you will need a web browser enabling you to view the applicable web site. In these circumstances, we may also send an email to you at the email address you have provided to us. Depending on where you live, you may have a legal right to receive notice of a security breach in writing.

7. How can I access the information you hold about me?

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please [email](#) or write to us at the address below. We usually act on requests and provide information free of charge, but may charge a reasonable fee to cover our administrative costs of providing the information for baseless or excessive/repeated requests, or further copies of the same information. Alternatively, we may be entitled to refuse to act on the request. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

8. Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit www.aboutcookies.org or www.allaboutcookies.org You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However in a few cases some of our website features may not function as a result.

9. Other websites

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

10. Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 1st September 2020.