

BucksVision Privacy Policy

Introduction and Compliance Statement

BucksVision is committed to protecting your privacy and ensuring the security of any personal information entrusted to us. This policy reflects requirements under the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 (DPA 2018), and the Data (Use and Access) Act 2025 (DUAA), including reforms effective from 5 February 2026 and 19 June 2026.

Data Controller and Contact Information

BucksVision acts as the Data Controller for your personal information. Oversight of data protection compliance lies with the Chief Executive, who also serves as the Data Protection Officer.

Address: 143 Meadowcroft, Aylesbury, Buckinghamshire, HP19 9HH

Telephone: 01296 487 556

email: reception@bucksvision.co.uk

Types of Personal Information Collected

Identity Data: Name and date of birth.

Contact Data: Postal address, email address, telephone number(s).

Health Data: Sight and hearing loss details (special category data).

How We Collect and Use Your Personal Data

We process your information when you:

- Participate in social activities.
- Request services or information.
- Order products.
- Make a donation.

Processing purposes include service delivery, administration, maintaining service history, safeguarding, communication updates, and—where you consent—fundraising.

Lawful Bases for Processing

We rely on the following legal bases:

Contractual Necessity – when providing requested products or services.

Legitimate Interests – including record keeping, administration, safeguarding, and service improvements.

Recognised Legitimate Interests (DUAA 2025) – including safeguarding, emergency response, public security, and fraud prevention, without requiring a balancing test where legally applicable.

Consent – for fundraising communications, newsletters, and optional activities.

Legal Obligations – for statutory or regulatory disclosures.

Your Rights to Withdraw Consent: Where processing is based on consent, you may withdraw this at any time using our contact details above.

Data Sharing

BucksVision will not share your data with third parties unless:

- It is required by law.
- You have given explicit consent, or,
- It falls within a recognised legitimate interest (e.g., safeguarding or emergency response).

Data Retention

We retain personal information only as long as necessary for service delivery, safeguarding, historical support records, and legal compliance, in accordance with our retention schedules.

Newsletters and Communications

We produce a Biannual Newsletter and updates on local events.

Communications may be sent by post, email, or accessible formats such as large print or audio. You may opt out at any time; we maintain a “no mail” suppression list to ensure your preferences are respected.

Data Security

We implement strong organisational and technical safeguards to prevent unauthorised access, accidental loss, or misuse of your data. We recognise that

internet transmission is not completely secure; any online submissions are made at your own risk.

Your Statutory Rights

Under UK GDPR, DPA 2018, and DUAA 2025 reforms, your rights include:

- **Right of Access:** You may request copies of the personal data we hold about you.
- **Right to Rectification:** You have the right to ensure your information is accurate and up to date.
- **Right to Erasure (Right to be Forgotten):** You may request the deletion of your data where there is no overriding legal reason for its continued processing.
- **Right to Restrict Processing:** You have the right to limit how we use your data (as an alternative to complete erasure).
- **Right to Data Portability:** You have the right to have your data transferred to another controller in a structured, machine-readable format.
- **Right to Object:** You have the right to object to processing based on legitimate interests. This includes an absolute right to stop your data from being used for direct marketing or fundraising at any time.
- **Rights relating to Automated Decision-Making:** BucksVision does not use automated decision systems for decisions producing legal or significant effects.

International Transfers

BucksVision does not transfer personal data outside the UK. If this becomes necessary, we will comply with DUAA 2025's updated data protection test and safeguard requirements.

Note: We have no plans to do this.

Data Complaints Procedure

BucksVision will:

- Acknowledge data complaints within 30 days.
- Investigate and respond appropriately.
- Provide escalation routes to the Information Commissioner's Office (ICO).

Changes to this Policy

This policy may be updated at any time to reflect legal changes or adjustments in our data practices.

The latest version will always be available on our website.