

Headway Privacy Notice – easy-read version

This is an explanation of how we manage your personal information, as well as your rights.

1. Who are we?

We are Headway – the brain injury association. Charity registration number 1025852.

You can contact us by email: enquiries@headway.org.uk

Telephone us: 0115 924 0800

Or write to us: Headway – the brain injury association, Bradbury House, 190 Bagnall Road, Old Basford, Nottingham, NG6 8SF

2. What information we may collect about you, who provides it and when?



Your name, address, email address, telephone number, details about your brain injury, preferences on how you would like us to contact you, photographs of you, your stories, records of events and activities you have attended

We collect your data:

- When you are referred to us or when you sign yourself up to join us
- During your time with Headway

The information we collect is mainly shared by yourself, but sometimes we receive information from other places when you have consented to it, for example when you are referred by another organisation.

If you receive support from an independent Headway charity and take part in the Outcomes Star project, they will share your data with us..

The law states we need a reason to collect and keep your data. We rely mainly on something called 'legitimate interests', which means both Headway and you

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will have a clear benefit from the collection of your information. Without the information, we cannot provide you with a good service. Sometimes, we also ask for your consent to collect some types of more sensitive information.

3. How long do we keep your data?

We keep your data for different lengths of time depending on the reason for contacting us.

If you call our helpline, we keep your data for 2 years after your engagement with us. If you applied for our emergency fund, we keep this information for 7 years, and for our identity card applicants, we keep data indefinitely so we can issue replacement cards should they be lost. After the appropriate time, personal data is securely destroyed.

4. How do we use your information?

Provide the best service for you



Monitor and manage risks



Provide anonymous reports



Safeguarding



If you have an email address and tell us that you want to hear from us, we may email you with information about Headway. If we have your address and you have supported Headway in the past, we may write to you to let you know about future opportunities to get involved with supporting us again.

5. Confidentiality, data sharing and safeguarding

We may share your information when you ask us to (or give us your consent), when we are obliged to by the law, and for safeguarding reasons.

6. Your rights are important

You have the right to:

- know what information we hold about you
- correct anything that's wrong
- request the deletion of your data
- complain

To exercise any of your rights, or to ask any questions, please contact us using one of the methods at the top of this document

For the full privacy notice, please visit: <https://www.headway.org.uk/privacy-policy/>

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