

Memory Cafe Hub Privacy Policy

April 2022

Our contact details

E-mail: admin@memorycafehub.org.uk

The type of personal information we collect

We currently collect and process the following information:

- Your name, chosen username and email address, if you register for our Dementia Awareness Training course as a volunteer or coordinator.
- This website uses functional cookies to remember user information for future website sessions and to record and send assignment answers if you take our Dementia Awareness Training course. Cookies are also used to collect anonymous data on website usage and video engagement. We do not share any of your data with a third party for marketing purposes.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- If you register for our Dementia Awareness Training course as a volunteer or coordinator, your written responses to course questions are shared, with your permission, with the memory cafe coordinator you identify at the registration stage. Your email address is also shared with your coordinator as a means for them to send you feedback.

We use the information that you have given us in order to record training responses and to enable you to save your progress and continue from the same point in your next session.

We may share this information with memory cafe coordinators and website administrators.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- Your consent. You are able to remove your consent at any time. You can do this by contacting admin@memorycafehub.org.uk
- We have a legitimate interest.

How we store your personal information

Your information is securely stored digitally on our web hosting servers.

We keep your profile information and assignment answers for five years and will then dispose of your information by deleting it from our website records.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at admin@memorycafehub.org.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at admin@memorycafehub.org.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>