**ClearVision Privacy Policy.**

This explains what we do with the personal information you give us, such as your contact details or the details of a child joining the library. We've tried to make it simple and straightforward, if you have any questions please ask us.

**What information we collect about you and why**When you join the library: we ask for the information we need to provide the service, such as your address to post the books to, and the age and reading ability of children so we can send appropriate books for them. We also ask you to tell us anything else you feel is relevant, such a child's favourite authors or whether they have other disabilities in addition to vision impairment which might affect what types of books they need. We do this so that we can provide the best possible service.  
When you become a ClearVision supporter: (including if you volunteer, for example, making tactile books) we ask for your contact details so we can send you information about the charity and how you can support us.

**What we do with that information (data processing)** We store it in library and supporter databases, and in borrower files. We use it to provide the library service, and to keep our supporters up to date with what we're doing, and to ask for their help.  
We also look at the information to make sure we're providing a good service. For example, if we look at all our borrowers and realise that we have low numbers in some parts of the country compared to others, we'll make sure we advertise the library in those places. We understand that many people will fall into more than one category, for example, library members often want to fundraise for ClearVision, making them also volunteers!

**Safety** We will store your data securely. Should we experience a security breech (for example, someone steals our computers and therefore our records) which is very likely to affect your rights and freedoms, we will inform you quickly, take appropriate steps to rectify the situation and report it to the supervisory authority if appropriate.

**Who we share it with**We don't give or sell your information to anyone else, unless you ask us to, or we're required to do so by law. From time to time we may be asked to provide information to other organisations who support people with vision impairment, such as the RNIB. This will be general information, such as how many borrowers we have in a particular age bracket. It won't include your personal details. We may sometimes work with other organisations to conduct research on braille, children or reading. If this happens, anyone who accesses our records will do so on a confidential basis, and all data will be anonymised before it's published.

**Lawful Basis** Under law, we must have a 'lawful basis' for collecting and using your personal data. In the case of our supporters, this basis is 'Consent': you have to clearly agree to us having and using your personal details. This is usually by completing a form to receive more information about the charity. In the case of library users, freelancers, staff, volunteers and professional contacts, this is 'Legitimate Interests'. Our Lawful Basis is that of running the library service and gaining support for our work as a charity; for example, we couldn't send a library member books without knowing their postal address or support a volunteer doing a sponsored run if we didn't have their contact details.   
'Legitimate Interests' is also our basis for holding 'Special Category' e.g. Sensitive data, for example, someone's disability status.

**Rights To Your Data**  
You have the right to check what information we hold about you, how we're using that information and to request a copy of it (a 'Subject Access Request'). We will supply a copy in your preferred format (print, braille or electronic) and will aim to do this within one month. We won't charge for this, unless your requests are repetitive or excessive, in which case we'll charge £10 a time to cover our administration costs. If you are requesting information on behalf of a child, you must have parental responsibility for that child. You also have a right to have the information we hold on you updated, changed if it's wrong or deleted altogether and for us not to contact you again. Please ask us if you'd like to do this, but keep in mind that if you are a borrower and want your information deleted we won't be able to send you library books. You also have the right to ask us not to use your information in certain ways, for example not to be included in statistics.

**How long we'll keep your information**If you're a member of the library we'll keep your information until you tell us you want to leave the library and delete your information. If you're a contact for an organisation such as a school which is a member of the library, we will delete your data when you tell us that you have left your post and provided an alternative contact. We keep a soft copy of organisational members e.g. schools' records for two years after the lapse of the subscription, and hard copy for four years.   
If you're a supporter or volunteer we'll keep your details on our supporter data base so you can receive updates on ClearVision, unless you tell us to do otherwise. Staff and volunteer information is kept for the duration of employment or volunteering and for seven years afterwards. We keep a historical record of volunteers, trustees and staff in our archive; let us know if you'd like to be removed from this.   
If you've given permission for your photos or quotes to be used in our publicity, we'll continue to use them until you tell us not to.   
  
Remember, you can contact us at any time to change or delete your information  
Call: 02087899575, email: info@clearvisionproject.org  
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