



Privacy Notice - Beneficiaries

The Ripple Pond will be what is known as the 'Controller' of the personal data you provide to us. We only collect personal data about you which does not include any special types of information. This information does include name, date of birth, addresses, email, phone number and bank details.

Why we need your data

We need and will use your personal data to enable contact with you and provide information on The Ripple Pond support services, on-going organisational updates containing information about The Ripple Pond Peer Support Network and other organisations which may be of assistance or provide support. We will only collect bank details if we pay expenses to you. We will not collect any personal data from you that we do not need to enable and oversee these support services to you.

What we do with your data

We process all personal data legally to allow The Ripple Pond to provide the support that you have requested and is in your legitimate interest. All data is processed by our staff in the UK, however for the purposes of IT hosting and maintenance this information is located on servers within the European Union or within country's that meet EU security standards. We will not share your personal data with anyone outside The Ripple Pond and will ensure 3rd parties do not have access to your personal data unless the law allows them to do so.

We have a Data Protection regime in place to oversee the effective and secure processing of your personal data.

How long we keep your data

We will keep your personal data whilst you are a member of The Ripple Pond and for 3 months after leaving to allow you to easily re-join should you change your mind. Any financial information provided to us will be retained for 6 years in line with current statute. After which time it will be destroyed.

If at any point you believe the data we process on you is incorrect you can request to see this information (ACCESS) and have it corrected (RECTIFICATION) or deleted (FORGOTTEN). If you wish to raise a complaint on how we have handled your personal data, you can contact us to have the matter investigated.

data@theripplepond.org

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law, you can raise a complaint with the Information Commissioner's Office <https://ico.org.uk>

Our full privacy policy can be found on the website at: [Privacy Policy](#)