Privacy Policy: Disabled Living

Last updated: November 2026

This policy applies to every service run by Disabled Living:

- **Adapt & Live** (adaptandlive.co.uk)
- **Bladder & Bowel UK** (bbuk.org.uk)
- **Kidz to Adultz** (kidzexhibitions.co.uk)
- **Redbank House** (redbankhouse.com)

It covers anyone who uses our services, attends our events or exhibitions, supports or donates to us, volunteers with us or visits our websites. It follows the UK GDPR, the Data Protection Act 2018, the Data (Use and Access) Act 2025 and the Privacy and Electronic Communications Regulations (PECR). If you'd like this policy in another format, such as large print or Easy Read, please contact us.

1. Who we are and how to contact us

Disabled Living is the data controller for all of our services. It is a registered charity (224742) and a company limited by guarantee (00383902), and its ICO registration number is Z2284450.

Contact our Data Protection Lead, the Chief Executive:

- Email: customerservices@disabledliving.co.uk
- Phone: 0161 607 8200
- Post: Redbank House, 4 St Chad's Street, Manchester M8 8QA

2. What we collect and how

- **Contact details:** your name, address, email address, phone number and how you'd like us to contact you.
- **About you:** your age, your relationship to anyone you care for, and your job and organisation if you're a professional.
- **Your needs:** health, disability, access, communication and support needs you share with us, including in helpline calls, assessments, counselling or therapy.
- **Equality monitoring:** optional information such as ethnicity or disability.
- **Transactions:** your bookings, payments, donations and Gift Aid declarations. Our payment providers process card details, and we don't store them.
- **Records of contact:** your calls, emails and messages with us.
- **Photographs and film:** only with your permission.

- **Website data:** your IP address and how you use our sites, collected through cookies.
- **CCTV:** images recorded at our premises for safety and security.

We collect this information when you contact us, fill in a form, make a booking, register for something, make a donation, attend our premises or events, or use our websites. Sometimes it comes from someone else, such as a professional who refers you with your agreement, a family member or carer, or your employer.

Some of it is **special category data**, such as information about your health, disability or ethnicity, which the law protects more strictly. We only collect personal information that we need.

3. How we use it and our lawful basis

Purpose	Lawful basis
Providing information, advice and helpline support	Legitimate interests
Delivering services you book or pay for, such as sensory rooms, training, assessments, counselling and therapy, and exhibitions	Contract
Arrangements with exhibitors, sponsors and venue hirers	Contract
Newsletters, event news and fundraising	Consent or the charity soft opt-in (section 4)
Donations, Gift Aid and financial records	Contract and legal obligation
Making reasonable adjustments	Legal obligation (Equality Act 2010)
Safeguarding, preventing crime and responding to emergencies	Legal obligation, vital interests or recognised legitimate interests
Producing anonymous statistics for service improvement and funders	Legitimate interests
Using photographs and film	Consent
CCTV at our premises	Legitimate interests (safety and security)

When we rely on legitimate interests, we have weighed our interests against your rights.

When we use special category data, we also rely on one of these:

- your explicit consent
- health or social care purposes, where your information is handled by, or under the responsibility of, a professional with a duty of confidentiality
- safeguarding

- equality monitoring
- vital interests

We keep an Appropriate Policy Document for this. We don't make decisions about you by solely automated means.

Confidential services. Information shared in counselling, therapy or similar confidential services is kept separate from our other records. Only the people providing your care, and their clinical supervisors, can see it. We will only share it without your consent where there is a serious risk of harm, a safeguarding concern or a legal requirement. Where it is safe to do so, we will talk to you first.

4. Marketing and fundraising

We may send you emails or texts about our work if you have supported us or shown an interest in it, under the charity soft opt-in, or if you have given us your consent. We may contact you by post or phone unless you have asked us not to or you are registered with the Telephone Preference Service. Every message tells you how to opt out, and you can opt out at any time. We never sell or swap personal information, and we never buy mailing lists. We never use information from confidential services for marketing or fundraising.

5. Photographs and filming

We ask your permission before we use any image in which you can be identified. For children, we ask a parent or guardian. At events where we take photographs, we put up notices so that you can opt out. We only share images with partner organisations if you consent. You can withdraw your permission at any time, but we may not be able to recall materials that have already been printed or published.

6. Children

If you are under 16, please ask a parent or guardian before you give us any personal information. Children under 13 must be registered for our online services by a parent or guardian. We only collect the information we need to keep children safe and to meet their needs.

7. Who we share it with

- **Between our services:** only when it would help you, and with your agreement.
- **Service providers:** for example, IT, cloud storage and database providers, website, form and booking systems, payment processors, email marketing platforms, video call platforms, accountants and auditors. They act only on our instructions, under contract, and may not use your information for their own purposes.

- **Exhibitors:** only if you give them your details yourself, or agree to them scanning your badge where this is offered.
- **HMRC:** to claim Gift Aid.
- **Police, local authorities, regulators, courts or emergency services:** where the law requires it, to safeguard someone, to prevent crime or fraud, or in an emergency.

Some of our providers store data outside the UK. Where this happens, we use the safeguards that UK law requires, such as adequacy regulations or approved contract terms.

8. How long we keep it

Information	Retention period
Helpline and general enquiries	For as long as we need them to support you and plan our services. We review them regularly and delete those we no longer need.
Event and exhibition registrations	For as long as we need them to run and plan our events. We review them regularly and delete those we no longer need.
Bookings, training records, contracts, donations, Gift Aid and financial records	6 years after the end of the financial year
Counselling and therapy records	7 years after your support ends
Safeguarding records	As set out in our safeguarding policy
Marketing preferences	Until you unsubscribe. We then keep a suppression record so we don't contact you again.
Photographs and film	For as long as we use them for the purpose you agreed to, or until you withdraw your permission
CCTV footage	Normally up to 31 days, unless it is needed for an investigation

After these periods, we securely delete or anonymise your information.

9. Security

We store data on secure systems with encryption, access controls and backups. Staff, volunteers and trainees can only see what they need for their role, and they are trained in data protection. If a data breach is likely to put people at risk, we will report it to the ICO within 72 hours. If the risk to you is high, we will also tell you without delay.

10. Cookies and links

We use essential cookies to make our websites work. We use analytics cookies to improve our sites, and ask for your consent where the law requires it. We only use marketing cookies with your consent. You can change your cookie choices at any time, and our websites will still work if you refuse non-essential cookies. We are not responsible for how other websites linked from ours handle your information.

11. Your rights

You have the right to:

- access your information
- correct it
- have it erased
- restrict how we use it
- object to how we use it, including for direct marketing
- data portability
- withdraw your consent at any time

To use any of these rights, contact us. We will usually respond within one month, and there is no charge. Some rights are limited. For example, we may have to keep safeguarding, clinical or financial records for legal reasons, and if so we will explain why.

12. Complaints

If you have a complaint about how we have handled your information, please contact us first. We will acknowledge your complaint within 30 days and tell you the outcome without undue delay. If you are still unhappy, you can complain to the Information Commissioner's Office at ico.org.uk/make-a-complaint or on 0303 123 1113.

13. Emails from us

Our emails may contain confidential information. If you receive one of our emails by mistake, please tell the sender and then delete it. Please don't send us sensitive information by ordinary email. You are welcome to call us instead.

14. Changes to this policy

We review this policy every year and whenever our services change. We will tell you about any significant changes.