**PRIVACY NOTICE**

Sunflowers Suicide Support

Registered Address: Waterside House, Bonds Mill, Stonehouse GL10 3RF  
Telephone: 01453 826990  
Email: [info@sunflowerssuicidesupport.org.uk](mailto:info@sunflowerssuicidesupport.org.uk)

1. **Introduction**

At Sunflowers Suicide Support, we are committed to protecting and respecting your privacy. This Privacy Notice explains how we collect, use, store, and protect your personal data, and your rights under data protection law.

1. **What Does This Notice Cover?**

This notice applies to all personal data collected by Sunflowers Suicide Support in the course of providing support services, engaging with individuals, managing events and appeals, and sharing information that may be of interest. It also covers data collected through our website and digital platforms.

1. **What is Personal Data?**

Personal data is any information that relates to an identifiable individual. This includes obvious identifiers like your name and contact details, as well as less obvious ones like IP addresses or health-related information.

1. **Your Rights**

Under the UK GDPR, you have the following rights:

* To be informed about how we use your data
* To access the personal data we hold about you
* To have inaccurate data corrected
* To request deletion of your data (“the right to be forgotten”)
* To restrict or object to processing
* To data portability
* To object to automated decision-making (we do not use this)

You can exercise these rights by contacting us at [info@sunflowerssuicidesupport.org.uk](mailto:info@sunflowerssuicidesupport.org.uk)

1. **What Personal Data Do We Collect?**

Depending on your relationship with us, we may collect:

* Name, date of birth, gender, ethnicity
* Contact details (address, email, phone)
* NHS number, National Insurance number
* Health and wellbeing information
* Communication needs
* Financial, housing, employment, and education details
* Family and emergency contact information
* Preferences and interests

We only collect data that is necessary to provide our services or manage our relationship with you.

1. **How Do We Use Your Personal Data?**

We use your data to:

* Provide and personalise support services
* Offer advice (e.g. benefits, housing, mental health)
* Communicate with you about services, events, or appeals
* Manage your preferences and consent
* Improve our services and ensure quality and log communications.

We may also contact you with updates or fundraising opportunities if you have opted in. You can opt out at any time.

1. **How Long Do We Keep Your Data?**

We retain personal data only as long as necessary:

* For the duration of any service contract or as required by funders
* For marketing or engagement purposes, until you opt out or your relationship with us ends

1. **Where and How Is Your Data Stored?**

Your data is stored securely in the UK or EEA using:

* Beacon and Charity Log, secure CRM systems with robust data protection measures
* Secure servers and paper-based systems within our premises
* Access controls to ensure only authorised staff can view your data

1. **Do We Share Your Data?**

We may share your data with trusted partners or agencies to provide the best support possible. This is always done with your knowledge and, where required, your consent. We do not sell or share your data for marketing purposes.

1. **Accessing Your Data**

You can request a copy of the personal data we hold about you by contacting us at [info@sunflowerssuicidesupport.org.uk](mailto:info@sunflowerssuicidesupport.org.uk). We will respond within one month.

1. **Contact Us**

If you have any questions or concerns about how we handle your data, please contact:

Data Protection Officer

Email: [info@suicidesupport.org.uk](mailto:info@suicidesupport.org.uk)

Phone: 01453 826990

Address: Waterside House, Bonds Mill, Stonehouse GL10 3RF

You also have the right to lodge a complaint with the Information Commissioner’s Office (ICO): [www.ico.org.uk](http://www.ico.org.uk)

1. **Changes to This Privacy Notice**

We may update this Privacy Notice from time to time to reflect changes in our practices, legal requirements, or other factors. We encourage you to review this notice periodically. Any significant changes will be communicated through our website or directly to you where appropriate.

Date of Change: 30th July 2025

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| Date of Change | Changed by | Comments |
| 25 07 2021 | Abbie Warren | Updated DPO and office address |
| 30/07/2025 | Abbie Warren and Chloe Webb | New updated revised policy in line with current legislation |
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