



PRIVACY NOTICE

Contents

Contact details	3
What information we collect, use and why	4
Your data protection rights.....	6
Where we get personal information from.....	6
How long we keep information	6
Who we share information with	6
Automated decision-making.....	7
How to complain.....	7

1. Veterans Coastal Retreats – Customer Privacy Notice

This privacy notice tells you what to expect us to do with your personal information. It aligns with the Veterans Coastal Retreats GDPR policy and the rules and regulations governed by the [UK General Data Protection Regulation \(UK GDPR\)](#) and the [Data Protection Act 2018](#).

Contact details

Data Controller: Veterans Coastal Retreats (Charity number: 1204898)

Address: 22 Trelawney Avenue, Poughill, Bude, EX23 9HB

Email: admin@vcr.email

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **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. [Read more about the right to data portability.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

What information we collect, use and why

We collect or use the following information to provide our services and goods, including retreat bookings, delivery and third-party referrals, and to ensure appropriate care and support:

- Names and contact details
- Addresses
- Information about care needs (including disabilities, home conditions, dietary requirements and general care provisions)
- Information about support requirements
- Website user information (including user journeys and cookie tracking)
- Information relating to compliments or complaints

Our lawful bases for this processing are:

- Legitimate interests – to deliver our services, respond to enquiries and ensure appropriate support
- Vital interests – where necessary to protect someone’s wellbeing
- Explicit consent – where we rely on information you choose to provide voluntarily and where required for special category data (see below). To be clear, you do have the right to withdraw your consent at any time.

We collect or use the following information to receive donations or funding and organise fundraising activities:

- Names and contact details
- Payment or banking details
- Donation history
- Taxpayer information (for Gift Aid purposes)
- Visitors to our stores and website

Our lawful bases for this processing are:

- Legal obligation – to process Gift Aid and meet HMRC requirements
- Legitimate interests – to manage donations, fundraising, and donor relationships
- Consent – where required for optional fundraising communications. To be clear, you do have the right to withdraw your consent at any time.

We collect or use the following personal information for service updates or marketing purposes:

- Names and contact details
- Addresses
- Marketing preferences

Our lawful basis for this processing is:

- Consent – which you may withdraw at any time

Marketing emails and messages are also governed by PECR, and we only send these where the law allows.

We collect or use the following personal information for dealing with queries, complaints or claims:

- Names and contact details
- Purchase or service history
- Correspondence

Our lawful basis for this processing is:

- Legitimate interests – to investigate, resolve and respond to enquiries or issues raised

We also collect or use the following special category information for the purposes described above:

- Information about health, care needs or support requirements

Our lawful bases for special category data are:

- Explicit consent (Article 9(2)(a)).
- Provision of health or social care (Article 9(2)(h)), where relevant to the services we provide
- Substantial public interest – safeguarding (Schedule 1, DPA 2018), where applicable

You may **withdraw your consent at any time**, but this will not affect processing that relies on other lawful bases.

Your data protection rights

You have rights under UK data protection law, including the right of access, rectification, erasure, restriction, objection, data portability, and the right to withdraw consent where applicable.

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the details at the top of this notice.

Where we get personal information from

- Directly from you
- From your interactions with our website (veteranscoastalretreats.org)
- From referral partners where you have agreed to be referred

How long we keep information

We keep personal information only for as long as is necessary for the purposes for which it was collected. Typical retention periods include:

- Service user records: up to 7 years after the end of service provision
- Donation and Gift Aid records: 6 years following the end of the financial year (HMRC requirement)
- Complaint records: up to 6 years
- Marketing preferences: until you withdraw consent

More detailed information about retention periods is available on request.

When information is no longer required, it will be securely deleted or anonymised.

Who we share information with

We may share your information with:

- Relevant regulatory authorities
- HMRC (for Gift Aid)
- Service delivery partners and referral organisations, where necessary to provide services and where appropriate agreements are in place
- Technology providers, such as email, hosting and database services
- Organisations we are legally obliged to share personal information with

We do not sell personal information.

Where data is transferred outside the UK, we ensure appropriate safeguards are in place (such as adequacy regulations or standard contractual clauses).

Automated decision-making

We do not carry out automated decision-making or profiling that has legal or similarly significant effects on individuals.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>