

Website Privacy notice

This privacy policy explains how Spinal Injuries Association (SIA) will use and protect any information that you give us when you use the SIA website.

This policy only applies to those resources within the **spinal.co.uk** domain.

UK Data Protection Law

Under UK Data Protection Law which includes but may not be limited to the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR), we have a legal duty to protect any information we collect from you. For the purposes of this legislation, SIA is the Data Controller. We use leading technologies and encryption software to safeguard our data, and strict security standards to prevent any unauthorised access to it. We do not pass on your details to any third party unless you give us permission to do so.

What information do we collect?

We collect different kinds of information from visitors to spinal.co.uk. This includes:

- Information submitted via contact forms, registration forms, donations, and event sign-ups.
- Site usage data collected via cookies, analytics tools (e.g., Google Analytics), and social media pixels (e.g., Meta Pixel).
- Information from third-party integrations such as payment processors.
- Any automated decision-making or profiling activities will be clearly explained where applicable.

We collect different kinds of information from visitors to spinal.co.uk. This can include information about:

- when you contact us for any purpose
- when you register to join SIA
- online donations and our shop
- enquiries about or registration for fundraising events
- site usage information, from cookies and log files
- Site usage information

We use cookies and similar technologies to improve your experience. Non-essential cookies require your explicit consent.

Our cookie banner allows you to manage or withdraw consent at any time.

We may collect information about your computer, including where it is available, your IP address, operating system, and browser type, for system administration. This is statistical data about our users' browsing actions and patterns and does not identify any individual.

For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve the website and to deliver a better and more personalised service. They enable us to:

- estimate our audience size and usage pattern
- store information about your preferences, and so allow us to customise the website according to your individual interests
- speed up your searches
- recognise you when you return to our website

The cookies do not contain any personal information about you, and they cannot be used to identify an individual user.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you set this setting, you may be unable to perform certain functions on the website.

What happens when I link to another site?

www.spinal.co.uk contains links to other websites. This privacy policy applies only to our site. When you move to another site, read the privacy statement of any site which collects personal information.

We do not pass on any personal information you have given us to any other site.

How do we protect personal and financial information?

We use a secure server and if you make any financial transactions such as a donation via our website or use our online shop these transactions will be encrypted.

We also take appropriate measures to ensure that the information disclosed to us is kept up to date and retained only as long as it is necessary for the purposes for which it is used.

Unfortunately, the transmission of financial information, via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to prevent unauthorised access.

For further information about how SIA manages and protects any date we collect please download our Data Protection Policy.

If this privacy policy changes in any way, we may place an updated version on this page. Regularly reviewing this page ensures you are always aware of the information we collect, how we use it, and under what circumstances, if any, we may share it with other parties.

Storing your data

We may store your personal data in the UK or any of the European Economic Area (EEA) countries.

If your data is stored outside these jurisdictions, we apply appropriate safeguards such as Standard Contractual Clauses (SCCs) and conduct transfer risk assessments.

Key third-party processors include secure cloud platforms, CRM systems, and payment providers. You may request details of these safeguards.

We may store your personal data in the UK or any of the European Economic Countries (EEA). If your data is stored outside of these jurisdictions, we may undertake a transfer risk assessment and ensure suitable UK safeguards to protect your fundamental rights and freedoms are in place.

Lawful basis

We are required to identify a lawful basis for processing your data. This may include:

- Consent: e.g., for marketing communications.
- Contract: e.g., for employee data.
- Legal obligation: e.g., for financial records.
- Legitimate interest: e.g., for service improvement.

Each processing activity is mapped to a lawful basis. You may withdraw consent or object to processing at any time.

We are required to identify a lawful basis to processing your data. This may be with your consent or in our legitimate interest. Where we process your data in our interests you have the right to object. Where you work for SIA as an employee, we may process your data due to a contractual or legal obligation. If we rely upon your consent, you may withdraw consent at any time by updating your contact preferences via our website or by email to supportercare@spinal.co.uk

Categories for personal data

We may process categories of personal data that include but may not be limited to your name, address, email address, telephone number/s, DOB, gender, health condition and ethnicity.

Data retention

We retain your data only as long as necessary for the purpose for which it was collected.

Retention periods vary by activity (e.g., donations: 6 years, membership: duration of membership + 1 year).

For full details, please refer to our Data Retention Schedule.

We will retain your data for no longer than is necessary for the purpose for which it was gathered. Data retention periods may vary according to our retention and destruction schedule.

Access rights

You have the following rights under UK GDPR:

- Right of access
- Right to rectification
- Right to erasure
- Right to restrict processing
- Right to object

- Right to data portability

To exercise these rights, please contact our Data Protection Officer.

You have a right to access the personal data that is held about you. To obtain a copy of the personal information we hold about you, please write to us at the following address:

The Data Protection Officer, SIA House, 2 Trueman Place, Oldbrook, Milton Keynes MK6 2HH, enclosing your postal details.

Contacting us and complaining

You have the right to complain about our handling of your personal data.

Please contact The Data Protection Officer at Spinal Injuries Association, SIA House, 2 Trueman Place, Oldbrook, Milton Keynes, MK6 2HH

Phone: 01908 604191

Email: sia@spinal.co.uk

You may also contact the Information Commissioner's Office (ICO):

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

Phone: 0303 123 1113

Address: Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

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You may also complain to the regulator of information rights in the UK. For further details about this please visit here - <https://ico.org.uk/make-a-complaint/>

Registered Charity Number: 1054097

Policy Owner (responsibility)	Director of finance and operations
Review schedule	Annual
Date of last review	December 2025
Date of next review	December 2026
Approval level	SLT (if significant changes)
Related policies	Data Protection policy