PRIVACY STATEMENT

At A Bit of a Break (ABOAB) we are committed to protecting your personal information when you interact with us or use our service. Our Privacy Policy Statement explains how we use any personal information we collect when you interact with us.

A Bit of a Break (ABOAB) is committed to protecting privacy and does not capture and store any personal information about individuals unless they meet one or more of the following conditions:

- They choose to apply to ABOAB via a referrer
- They choose to receive communications or information from ABOAB
- They make a donation to ABOAB
- They contact us via our website or Interact with us on social media platforms
- They are a Trustee, staff or a volunteer with ABOAB

Who we are

We are A Bit of a Break (ABOAB)

You can contact us by:

Phone	07516 315602
Email	admin@abitofabreak.com
Post	Woodlands House, Ilkley, LS29 0AL

Your rights

Under the General Data Protection Regulation (GDPR) and The Data Protection Act 2018 (DPA) you have a number of rights with regard to your personal data; which this policy and our use of your data has been designed to uphold:

- Right to be informed – you have the right to be informed about our collection and use of your personal data.
- Right of access – you have the right to request a copy of the information that we hold about you. You can do this by contacting us using the above details.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply, you have a right to restrict our processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing (such as direct marketing).

If you have cause for complaint about our use of your data, or you would like to exercise any of your rights, then please contact us using the details provided above and we will do our best to solve the problem for you.

If we are unable to help, or you aren't satisfied with our response, you also have the right to lodge a complaint with the UK's supervisory authority – The Information Commissioner's Office (ICO). The ICO can be contacted:

By post The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF

By telephone 0303 123 1113

Via its website www.ico.org.uk

What personal information do we collect?

The type of personal information we collect may vary depending on the role of the individual. **We may collect and record personal information you chose to provide, including:**

- **Your name, and contact details, (including your postal address, telephone numbers, email address(es);**
- **Details of the services we have provided to you;**
- **Information provided to us when you have used the service.**

Why do we collect information and personal data?

We collect and store information so that we can:

- Provide appropriate services and maintain an accurate record of the services we have provided;
- Gather statistical information for ABOAB and our funders;
- Receive feedback to help improve our services and to share with our funders;
- Keep a record of donations made, including for Gift Aid purposes;
- Keep people in touch with the work of ABOAB through our newsletters, website and social media.

Legal Basis

We have identified a legal basis for each of our purposes. The legal grounds on which we rely are:

1. **Consent**

   You have given clear consent for us to process your personal data for a specific purpose.

   You can always withdraw your consent. You can do this by clicking on unsubscribe in any marketing email we send or by getting in touch via the contact details above.

   If you withdraw your consent and we have no other legal basis for processing your data, we will stop. If we do have another legal basis we will continue to do so, subject to your legal rights.

2. **Contractual Obligation**

   Processing your data is necessary for a contract you have with us or because we have asked you to take specific steps before entering into that contract.

3. **Legitimate Interest**

   Necessary for us to provide our service to you, provided they do not override the individual's rights

Who might we share this with?

ABOAB will share information with those who have a legitimate interest, e.g. the referrer, property owner and/or agency. ABOAB will not pass on or share your personal information with any third party unless we have asked for, and obtained, your specific consent.

Anonymised information about your break with ABOAB may be used to further our legitimate interests, for example on our website and social media sites, to promote our services and to raise funds.

Statistical information may be shared with referring agencies, the Charity Commission, funders and with the public through our Annual Report.

We may share anonymised information and statistical data about those we provide a service to with our funders.

We may use case studies in our social media accounts and newsletters but will only use your name and photographs if we have your consent for us to do so.

We do not sell or share personal information with third parties for marketing purposes.

How is my personal information kept?

ABOAB takes appropriate measures to ensure that personal information is kept secure on our cloud-based digital database. Information is only accessible on a need-to-know basis.

How long do we hold your personal information?

ABOAB takes appropriate measures to ensure that personal information is only kept for as long as necessary and for the purposes for which it was provided. When we no longer need your data it will be securely deleted.

We do not keep your personal data for any longer than it is necessary in light of the reason(s) for which it was first collected and our obligations under other laws.

We may need to keep your information to establish, bring or defend legal claims. We'll therefore always keep your personal data for 7 years after the date it is no longer operationally necessary for us to hold it.

At the end of that period your data will be either deleted completely or anonymised.

Exceptions to the above will be:

- Where you have exercised your right to have the information where it applies;
- Where the law requires us to keep your data for longer or delete it sooner;
- Where a legal claim is in progress – we'll keep your data until that claim is concluded.

How can I access the personal information you hold about me?

You have the right to request information we hold about you. If you would like a copy of some or all of the information we hold about you, please contact us by email at admin@abitofabreak.com or write to us at the following address:

ABOAB, Woodlands House, Clifford Road, Ilkley, West Yorkshire. LS29 0AL

In most cases we will not charge a fee for this service.

If you are not happy with our response, or believe we are not processing your personal data in accordance with the law, you can complain to the Information Commissioner's Office (www.ico.org.uk).

What information is collected by using our website?

ABOAB website does not use cookies – small text files that are placed on your machine to help the site provide a better user experience.

Changes to Our Privacy Notice

We may change this privacy notice from time to time (for example, if the law changes). Any changes will be immediately posted on our site. We recommend you check the privacy notice regularly to remain up to date.

Policy adopted:	July 2022
Last review:	February 2026
Next review:	February 2029