



Daybreak Privacy notice – for members

We are the controller of your personal data. For more information on controllers and their responsibilities please see our guidance on [data protection principles, definitions, and key terms](#).

This privacy notice tells you what to expect us to do with your personal information when you work with us.

What information we collect, use, and why

We collect or use the information to provide services and goods, including delivery and third party referrals:

- Names and contact details
- Emergency contact details
- Next of kin details
- Information about care needs (including disabilities, dietary requirements and general care provisions)
- Information about support requirements

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

- Names and contact details
- Addresses
- Payment or banking details
- Tax payer information (for Gift Aid purposes)

We collect or use the following personal information for archiving purposes:

- Names and contact details
- Addresses

We collect or use the following personal information to comply with legal requirements:

- Name
- Identification documents (including concessionary bus pass)

We collect or use the following personal information for recruitment purposes:

- Contact details (eg name, address, telephone number or personal email address)
- Date of birth
- Copies photo ID

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

- Names and contact details including address
- Payment details and account information
- Customer or client records

We also collect or use the following special category information for dealing with queries, complaints or claims. This information is subject to additional protection due to its sensitive nature:

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.

We may also rely on the newly introduced lawful basis of recognised legitimate interests under the Data (Use and Access) Act 2025 for processing in certain public-purpose or safeguarding contexts.

Which lawful basis we rely on may affect your data protection rights which are set out 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 use the contact details at the top of this privacy notice.

Our lawful bases for collecting or using information to provide service delivery and third party (Social Services) are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. You have the right to withdraw consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - To arrange transport, care, or answer queries, we need personal data (name, email, address, physical ability, etc.) to create an account, track progress, and develop personalized care plans.

For more information on our legitimate interests, you can contact us using the contact details set out above.

- Vital interests – collecting or using information is needed when one's physical or mental health or wellbeing is at risk. All of your data protection rights may apply, except the right to object and the right to portability.

Our lawful bases for collecting or using personal information to receive donations and organise activities are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - This enables us to address priorities, demonstrating a clear understanding of needs and values, ensuring the use of funding is correctly applied to a project.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information to comply with legal requirements and for recruitment purposes or archiving purposes are:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- **Contract** – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- **Legitimate interests** – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - This knowledge enables to address the priorities, demonstrating a clear understanding of their needs and values and ensuring their wishes are addressed.

For more information on our legitimate interests as a lawful basis contact us using the details set out above.

Our lawful bases for collecting or using personal information for dealing with queries, complaints or claims are:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- **Legal obligation** – we have to collect or use your information so to comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- **Vital interests** – collecting or using the information is needed when physical or mental health or wellbeing is at serious risk. Your data protection rights may apply, except the right to object and the right to portability.

Where we get personal information from

- Directly from you
- Regulatory authorities
- Family members or carers
- Social services and other health and care providers

How long we keep information: Six years +1. We will review this privacy notice regularly to reflect legislative developments such as the Data (Use and Access) Act 2025 and update it as necessary. For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

Who we share information with

- Charities and voluntary organisations
- Organisations we need to share information with for safeguarding reasons
- Emergency services
- Legal bodies or authorities
- Organisations we're legally obliged to share personal information with

How to complain

If you have any concerns about our use of your data, you can make a complaint to us using the details at the top of this privacy notice. We will acknowledge your complaint within 30 days and respond without undue delay in line with the requirements under the Data (Use and Access) Act 2025. If you remain unhappy with how we've used your data after raising a complaint with us, you can complain to 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>