

# Data Commitment

## What we do with your information

### Who we are

CACDP Ltd is a registered charity, a company limited by guarantee and trades as Signature.

CACDP has two wholly owned subsidiaries, NRCPD (a charity) and Signature Commercial Ltd. This is a summary of what we, together with the other companies in the group, do with your data in order to run our business and provide our customers with our services and products.

CACDP is a charity registered in England and Wales (charity number 1071662); a charity registered in Scotland (charity number SCO37901); and a company limited by guarantee, registered in England and Wales (company number 03581178).

We aim to be clear when we collect your data and not do anything with it that you wouldn't reasonably expect. Developing a better understanding of our customers and those that support us allows us to use the data that we gather to make better decisions about how we do things which, ultimately, helps with our charitable aim to use education to improve the standards of communication with deaf and deafblind people.

This privacy policy helps us to share with you how we use your data and how you can hold us to account for that.

### What information we collect

We collect and process a variety of personal information such as name, contact information, date of birth, health, fit and proper check, information about education and employment history, bank/financial information.

If we take payment from you via payment card we will maintain a transaction history but not your payment card number.

Most of the information we collect will have been provided by you or created through use of our services. We collect this information from you through our websites, our portals and from other services such as training courses.

We keep a record of communications with you electronically or otherwise and may track whether emails are received or opened by you to ensure you receive the most up to date, relevant information. See our Cookie notice on our website for more details.

## How do we use your data?

We (as a group) use your information mainly to provide you with products and services, to understand our customer needs and improve the products and services we offer, and for the day to day running of the charity. We also use it to comply with the laws and regulations that apply to us and to protect the charity, our customers and employees.

We use profiling and segmentation to ensure communications are relevant and timely, and to provide an ever evolving experience to our customers and the community. When building a profile we may analyse geographic, demographic and other information relating to you in order to better understand your interest and preferences.

## Your rights

Unless you ask us not to, we will tell you about products and services we offer and about opportunities to support us. Occasionally, this may include information about partner organisations.

We keep your data for the minimum period required by law or our regulators. This is usually no longer than seven years. After this time, where appropriate, we will destroy/delete your data unless the relationship is still ongoing.

You have a number of legal rights with regard to your data. These include the right to request a copy of the data held by us, to request that mistakes and inaccuracies are corrected and to request that we stop processing some or all of your personal data for some or all reasons.

If you ask us to stop using your data for marketing purposes, we may still contact you for reasons relating to a product or service you have signed up to.

If your request requires all data to be removed, this could result in an end to the relationship and services provided by us.

If you would like more information on these rights or on how to do any of the above, please contact our Data Protection Team as detailed below. We hope any issue can be resolved by contacting us but if not, you have the right to complain to the Information Commissioner's Office.

## How we ensure the safety of your data

Your data will be held on CACDP systems. Where possible we do not keep more than one record for each customer. All of your data is held securely, with strict access controlled in the UK.

We may need to disclose your details if required to the police, regulatory bodies, specialist advisors or legal advisors.

Sensitive information is deleted when no longer needed and access is restricted to those who need to use it.

## Sharing information

We will not share any of your information with any other third parties without your agreement unless required in order to fulfil our contract with you, required by our regulators or allowed by law.

## Contact us

If you have any questions you can:

**Email us** [dataprotection@signature.org.uk](mailto:dataprotection@signature.org.uk)

### **Or write to us**

Data Protection Team, Signature, Mersey House, Mandale Business Park, Durham  
DH1 1TH