



Privacy Notice 2026

Easy-Read Privacy Notice (2026)

Disability Equality NW (DENW)

1. Who we are

We are **Disability Equality NW**. We help disabled people with advice, support, activities, and information.

We keep some personal information about you so we can give you the right support.

You can contact us at: **hello@disability-equality.org.uk** OR: **01772 558863**

2. What this notice tells you

This notice explains:

- What information we collect about you
 - Why we collect it
 - How we use it
 - How we keep it safe
 - Your rights
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3. The information we collect

We may collect:

- Your name
- Your address
- Your phone number or email
- Information about your disability or access needs
- Notes about your enquiry or support
- Information you give us when you join a project or service

We only collect what we need.

4. Why we collect your information

We collect your information so we can:

- Help you with advice or support
- Contact you about your enquiry
- Keep good records
- Make our services better
- Meet legal or safety rules

We **never** sell your information.

5. How we use your information

We use your information to:

- Give you the support you ask for
- Keep track of your case
- Contact you if we need to
- Check how our services are working
- Keep everyone safe

We only use your information for the reasons we tell you.

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Author: Mel Close, CEO

6. Sharing your information

We may share your information with:

- Organisations helping with your support
- Services you ask us to contact
- Authorities if there is a legal or safety reason

We **do not** share your information unless:

- You say we can
 - We must by law
 - Someone is in danger
 - We think you are in danger
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7. How we keep your information safe

We keep your information safe by:

- Using passwords
- Locking paper files away and destroying when no longer needed
- Using secure computer systems
- Training our staff
- Checking who can see your information

Only staff who need your information can access it.

8. How long we keep your information

We keep your information only as long as we need it.

Examples:

- Case records: **up to 6 years**
- HR Information: **up to 6 months**

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- Financial Records: **6 years**
- Emails: **up to 6 years**
- Volunteer or staff records: **up to 3 years** after leaving

After this, we delete it safely.

9. Your rights

You have the right to:

- Know what information we have
- Ask for a copy of your information
- Ask us to correct information
- Ask us to delete information (sometimes we must keep it for legal reasons)
- Ask us to stop using your information
- Ask for your information in a simple format
- Get information in a way that works for you (large print, audio, email, etc.)

You can make a request by contacting the Data Protection Officer via email:

Hello@disability-equality.org.uk or by telephone: 01772 558863

We will respond within **30 days**.

10. If something goes wrong

If your information is lost or shared by mistake, we will:

- Look into what happened
 - Tell you if needed
 - Tell the Information Commissioner's Office (ICO) if required
 - Make changes so it doesn't happen again
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11. Complaints

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If you are unhappy with how we use your information, you can:

1. Contact us
2. Contact the ICO (Information Commissioner's Office)

ICO website: ICO phone: **0303 123 1113**

12. Updates

We update this notice every 3 years or sooner if the rules change. Last updated: **July 2026**
