



Registered Charity 1125679
Registered Company: 6599429

Our Data Commitment to You

South West Advocacy Network (SWAN) helps to uphold an individual's rights, and this includes their right to data protection. We take the safety of your personal information seriously.

People who use our services: If you come to us for Advocacy, or to Volunteer or in any other way take part in one of our projects or services, we will tell you what information we have, why we have it, how we keep it, and for how long. We will also tell you what rights you have in relation to that data and how you can check that we are using your information properly. We do this in our Privacy Notice.

You can find our full Privacy Notice on our website: www.swanadvocacy.org.uk or you can ask us to send you a copy by phoning: 03333 447928. We also produce a 'Quick Version' which highlights the bits you really need to know.

People who donate to us: If you donate to SWAN we want to make sure that you get all the communication you want from us, and none that you don't. We will make sure we have your permission to send you news or mailings; and if you decide to withdraw that permission, we will destroy or return any personal information we hold within 1 week.

People's Rights under GDPR: No matter who you are, you have rights about the way your data is collected and used. These rights include the right to be informed, to have access, to correct errors, to remove incorrect data, to have some data deleted, for your data to be given to others if you tell us to, and the right to object to what we do with your data. There is more detail about these rights in the Privacy Notice as detailed above.

If you think we have used your data incorrectly please contact our Advocacy Support Team on 03333 447928.

If you want to know more about Data Laws you can contact the Independent Regulator, the Information Commissioners Office (the ICO):

Tel: 0303 123 1113 or <https://ico.org.uk/global/contact-us/live-chat>