

Privacy Policy

This Privacy Policy sets out how we collect your personal information and what your individual data protection and privacy rights are.

This Privacy Policy was last reviewed December 2023

This policy will be reviewed every three years or if any regulations change if sooner.

Savana is the Data Controller and is responsible for how your personal data is collected, stored and processed.

Managing Your Personal Data

When you share your personal information with us, you have a right to expect that information to be treated with total confidentiality. Therefore, it is our responsibility to manage your personal data that you provide to us with care and in accordance with all data protection legislation and industry best practice.

Whether you have supplied your personal details online, by phone, by email or in a letter, we will never use them without a lawful reason to do so. We will use your personal data for the purposes for which they were initially requested.

It is your responsibility to ensure that your personal data provided to us is accurate and up to date. You can update your personal contact details, including email address and phone number, or to update any other personal details, by ringing Savana on 01782 433205 or emailing us at info@savana.org.uk

Your Personal Data Rights

Right of Access-

You may wish to access a copy of the personal data we hold about you - known as a Subject Access Request. You can do so by ringing, writing to or emailing Savana. We will respond to your Subject Access Request as soon as possible and, in any event, within the statutory 30 days. However, in the event that we need more information from you to verify your identity, which we must do to ensure we disclose your personal data to the right person, the 30 day response period will only commence from the time that we have validated your identity.

Please be aware that for security reasons we do not usually provide details of any bank details that we hold against your name. Please speak to Savana should you need this additional information.

Right of Rectification-

If you believe we have made an error as to the personal data we hold about you or you want to discuss the matter in more detail, please contact Savana.

Right of Erasure-

You have the right to request your personal data to be permanently deleted from our records and systems to avoid any further communication with you. Your request will always be considered in light of the legal bases that we hold, store and process your personal data and the purpose that we collected your data. Where the legal bases permits, we will carry out your instruction without undue delay. Please note, however, that where we have a legal or contractual obligation to hold your personal data, we may not be able to carry out your request but we will explain this fully to you. Please address any request to delete your data to Savana.

Right to Restrict Processing-

Should you believe that we are processing your personal data in a way that you did not understand or agree to and wish to restrict such processing, please speak to Savana who will be able to assist you.

Right to Portability-

In the event that you wish to move your personal data that we hold on you to another organisation in the form of an excel or csv format, please contact Savana who will be able to assist you.

Right to be Informed-

You have the right to be informed about the collection and use of your personal data. This is commonly known as a 'privacy statement' or 'privacy policy'. We will provide you with the information about how we collect and use your data. A notice provided to you at the time of collecting your personal data and via this Privacy Policy. Our Privacy Policy is regularly reviewed in line with our business processes. Any changes to this Privacy Policy will be communicated as soon as is practicable.

Right to Complain to the Information Commissioner's Office (ICO)-

You have a right to lodge a complaint with the Information Commissioner's Office (ICO) if you have a complaint with how you believe your personal data has been handled. For more information, please visit <https://ico.org.uk/concerns>