**General Data Protection Regulations - MSA Trust Privacy Policy**

At the MSA Trust we are committed to providing the best services we can to support people affected by MSA. We are also hugely grateful for the support that people offer us.

We know your personal data and privacy is extremely important to you, and we assure you it is also important to us.

We promise to respect any personal data you share with us, keep it safe and not do anything with it that you would not reasonably expect. How we use information provided from usage of our website is dealt with in our MSA Trust Website Cookie and Privacy Policy which you can find [here.](https://www.msatrust.org.uk/cookie-policy/)

**We will never:**

* Sell your data to another organisation or third party
* Share your information with another charity or organisation for fundraising purposes without your specific and explicit consent.

**We will always:**

* Do our best to keep your personal details safe
* Treat you fairly and reasonably
* Respond quickly to any changes you want in our contact with you, including if you wish to opt out of future contact from us
* Ensure external organisations who work on our behalf providing services under contract or through other formal agreements with us, also follow GDPR guidelines and use your data solely for the purposes agreed under such contracts.

**Opting Out and Your Rights of Access to Data**

If your details change, you want to change how we communicate with you or want to opt out completely please get in touch with us at support@msatrust.org.uk or call 0333 323 4591. We will then update your records as soon as possible.

You have the right to see what data about yourself we hold on our records. You may use this form [here](https://msatrust.sharepoint.com/Shared%20Documents/Info%26Support/Data%20protection/Subject%20Access%20Request%20form.doc) or contact us as above.

**How do we Decide Who to Contact and What to Send?**

We contact people based on their consent and how they wish to communicate with us.

Sometimes we have to process your data in order for us to comply with our legal obligations, like when we send Gift Aid information to HMRC.

The only situations where we ever provide details to a third-party, other than as above, is when agencies act on our behalf to provide services for us under contract. For example, sending out MSA News by post or completing MSA Needs Survey projects, through conducting surveys and analysing data from these. We have ensured these companies or agents also adhere to Data Protection legislation and that they securely delete these records once their work for us is completed.

**How we Hold and Process Data**

We hold and process data in order to enable us to provide services to people affected by MSA and to undertake our Fundraising activities. Where data is held on databases we have ensured that the suppliers of these are protected under the terms of the Privacy Shield.

We will keep records for eight years before we then set them to “do not contact” if you do not contact us, or receive services from us, within this time. You can opt out of contact at any time.

This policy was first reviewed in March 2022 and has been reviewed in August 2023, with next review August 2026.