

Privacy Policy- UK Veterans Hearing Foundation

Last updated: 16.01.2026

The UK Veterans Hearing Foundation is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, and protect your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. Who We Are

The UK Veterans Hearing Foundation is a charitable organisation supporting UK veterans with hearing-related needs.

Data Controller: UK Veterans Hearing Foundation

Registered address: 6 New Buildings, Hinckley, Leicestershire, LE10 1HW

Email: Info@veteranshearing.org.uk

Telephone: 01455 248900

Charity number: 1188611

2. What Personal Data We Collect

We may collect and process the following types of personal data:

a) Personal Information

- Name
- Date of birth
- Address
- Email address
- Telephone number

b) Service-Related Information

- Veteran status and service history (where relevant)
- Hearing or health-related information (only where necessary and with explicit consent)

c) Financial Information

- Donation details (we do **not** store full card details)

d) Website and Technical Data

- IP address
- Browser type and version
- Pages visited and usage data (via cookies)

3. Special Category Data

Some of the information we process (such as health or disability information) is considered **special category data** under UK GDPR. We only collect and process this data:

- Where it is necessary to provide support or services, and
- With your **explicit consent**, or
- Where required by law.

4. How We Use Your Data

We use personal data to:

- Provide support, services, and assistance to veterans
- Process applications, referrals, or enquiries
- Manage donations and fundraising activities
- Communicate with you about our work, events, or updates
- Comply with legal and regulatory obligations
- Improve our website and services

5. Lawful Basis for Processing

We process your personal data under one or more of the following lawful bases:

- **Consent**-where you have clearly agreed
- **Contract**-where processing is needed to deliver a service
- **Legal obligation**-where required by law
- **Legitimate interests**-where necessary for our charitable purposes and not overridden by your rights

6. How We Store and Protect Your Data

We take appropriate technical and organisational measures to protect your personal data, including:

- Secure storage systems

- Access controls and staff training
- Encryption where appropriate

We only retain your data for as long as necessary for the purposes outlined in this policy or to meet legal requirements.

7. Sharing Your Data

We do **not** sell your personal data.

We may share your data with:

- Trusted service providers (e.g. IT systems, payment processors)
- Healthcare or support partners (with consent)
- Regulatory or law enforcement bodies where required by law

All third parties are required to respect the security of your data and process it lawfully.

8. International Transfers

We do not normally transfer your personal data outside the UK. If we do due to your location, we ensure appropriate safeguards are in place.

9. Your Data Protection Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request erasure of your data
- Restrict or object to processing
- Request data portability
- Withdraw consent at any time

To exercise your rights, contact us using the details in Section 1.

10. Cookies

Our website may use cookies to improve functionality and user experience. You can control cookies through your browser settings.

11. Complaints

If you are unhappy with how we handle your data, please contact us first.

You also have the right to lodge a complaint with the **Information Commissioner's Office (ICO)**:

Information Commissioner's Office

Wycliffe House, Water Lane

Wilmslow, Cheshire, SK9 5AF

Website: ico.org.uk

12. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be published on our website with an updated revision date.