



GDPR Privacy Statements

You may need to collect personal data about people to provide a service to them. Whenever you request personal information, you must include a [Privacy Statement](#).

This guide explains how to construct a [Privacy Statement](#) that is legal and follows our policies.

Data Governance Team

Our [Data Governance Team](#) is here to make sure we all meet our personal data, information handling and record keeping obligations. Contact the [Data Governance Team](#) for help with any questions you may have about [Privacy Statements](#).

Data Governance Team

datagovernance@mssociety.org.uk

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What is a Privacy Statement?

A key requirement of the GDPR is transparency when we capture personal data. The things we have to tell the person whose data we've obtained include:

- The purposes their information will be processed for
- How this processing is legal
- Who is processing the data and how to get in touch

We provide this information via:

- A [Privacy Notice](#), and
- A [Privacy Statement](#)

MS Society Privacy Notice

Our [Privacy Notice](#) describes the processing we do at the MS Society. It meets our legal requirements and explains individuals' rights over their data. We must refer to our [Privacy Notice](#) whenever we collect data.

We have one [Privacy Notice](#) to cover all our data processing activities. Our [Data Governance Team](#) is responsible for our [Privacy Notice](#) and updates it periodically when our processing changes significantly.

The version on our website will always be current.



See [Privacy Notice](#) on our website, or ask the [Supporter Care Team](#) to send you a printed copy.

Privacy Statement

Whenever we collect personal information, we include a shorter [Privacy Statement](#) that relates only to the data being sought.

A [Privacy Statement](#) summarises the specific purposes and basis for the processing, and links to the full [Privacy Notice](#).

When should we use a Privacy Statement?

You must always use the [Portal](#) to gain access to up to date membership data. However there will be times when you need to obtain additional information from members and other contacts. This could be when your group organises:

- Events and classes (accessibility requirements)
- Hospitality (special dietary requirements)
- Transport (collection arrangements and mobility needs)

You should only create your own [Privacy Statements](#) for these purposes. For other purposes like grant applications, we expect you to use our existing forms.



To set up your [Portal](#) account, log in or get support, see [Using the Portal](#) on our volunteer website, or ask the [Supporter Care Team](#) for help.

What does a Privacy Statement include?

A **Privacy Statement** is divided into three parts:

- Part A: Purpose
- Part B: Lawful basis for processing
- Part C: Link to Privacy Notice and contact details

We've used the example of a **Privacy Statement** on a form to sign up for an event to explain how it works:

Privacy Statement

- Part A → The MS Society will use the information provided above/below to *process your registration for this event and to assess your access needs.*
- Part B → By entering your information into this form and submitting it to us you give your consent for this processing.
- Part C → Your details are safe with us. We will never sell them or swap them with anyone else.
- You can view our full Privacy Notice at <https://www.mssociety.org.uk/privacy> or call our friendly Supporter Care team for a copy.
- You can also change the way we contact you by emailing supportercare@mssociety.org.uk or calling 0300 500 8084.

Part A: Purpose

(Compulsory, text varies by purpose)

This part is editable to reflect the reason for gathering data. It should briefly explain how the person's information will be used and by whom.

For example, a statement relating to an exercise class would explain that the data will be used to register the person for the class and will be made available to the instructor (if this is necessary). Use plain English and be concise and honest about the purpose(s).

Part B: Lawful basis for processing

(Compulsory, text should not be changed)

All data collected by our volunteers and groups must be on the basis of consent. This part should be included exactly as shown in the example above.



To log in to your [MS Society email](#) account or get support, see [Using MS Society email](#) on our volunteer website, or ask the Supporter Care Team for help.

Part C: Link to Privacy Notice and contact details

(Compulsory, text should not be changed)

This section links to our [Privacy Notice](#) and provides information about how someone can change how their data is processed. You must use the exact wording in the example for this part.

Other Privacy Statement requirements

Your [Privacy Statement](#) should be in the same text size as the main body of your document. It should be positioned directly before or after the body of the form. It should not be greyed out or made to appear less prominent than other text in any other way.

Data collection, Privacy Statements and data protection principles

In all cases when collecting personal data, we need to be mindful of the GDPR's six data protection principles, and what they mean for [Privacy Statements](#).

When creating forms for collecting personal information, and [Privacy Statements](#) for these forms, the principles mean:

1. Processed lawfully, fairly and transparently

Lawfully - in this case the processing is lawful because it is always with the [consent](#) of the individual.

Fairly and transparently - we use the [Privacy Statement](#) and [Privacy Notice](#) to explain how we will process the data, and tell individuals about their rights relating to this processing.

2. Collected and used only for specified reasons, and must not be used for other reasons

The [Privacy Statement](#) tells people the reason(s) their data will be processed and we won't use the information for any other reason(s).

3. Kept to the minimum required

The data we collect in forms should be the very minimum needed for the purposes we are collecting data. No information is collected 'just in case'.

4. Accurate and kept up to date

If an individual tells us that the information they gave us has been changed we must update our records promptly.

5. Kept for no longer than necessary

We must keep the forms and information provided for no longer than we need to for the purpose we told the individual we need the data for.



See [Group Handbook A6: Handling data](#) for retention periods for different types of information.

6. Kept securely using processes and IT to prevent data breaches

Completed forms, or spreadsheets (for example) containing data taken from forms must be kept securely. If printed, this means in a locked cabinet or if electronic in a password-protected file or on a PC which has been encrypted.



For guidance on password protection, see [IT support](#) on our volunteer website, or ask the [Supporter Care Team](#) for help.

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