

CHILD-FRIENDLY PRIVACY NOTICE



This is the **child-friendly summary** of (and not a substitute for) the [adult version of our Privacy Policy](#). It tells you how Diabetes UK uses and looks after the information we hold about you.

We also explain your rights about the information we hold about you.

Who are we?

Our official name is the British Diabetic Association, but you will know us as Diabetes UK, Diabetes Scotland, Diabetes Cymru/Diabetes Wales, or Diabetes Northern Ireland.

We're a charity and our vision is to create a world where diabetes can do no harm.

We provide information, advice, and support to help people with diabetes manage their condition well, and we bring people together for support when it's needed most. We campaign to make sure that people with diabetes get the good care they deserve. We fund diabetes research that improve diabetes care, treatment, and prevention.

By reading this notice it is likely you fall into one of those groups of people and we want to be open and honest about what we do with your information. We want you to know that you can trust us.

What is personal data?

Your personal data is any information that can be used to identify you. This could be things like your name or a photo of you, it could even be things like your personal email address or your social media username.

There are some types of data we must be extra careful with. These are known as special category data. This could be something like whether you have diabetes, information about your health or your ethnic origin.

Why do we use your personal data?

The main reason we need to use your personal data is to know who you are. This is so that we have all the information we need in order to help you.

This may be to provide you with information or advice on diabetes. We may ask you for your thoughts on certain topics connected to the work we do.

We will only use personal information when the law allows us to and where it is needed and reasonable for us to do so.

Can you use my personal data for anything?

No, just because we have your personal data, it doesn't mean we can do what we want with it. We must follow rules set out in law.

Sometimes we must ask you if we can use it, and if you say no then we can't.

We would never share your personal data with anyone else unless you tell us we can, or we think that doing so will protect you from harm or the law tells us to.

Can anyone else see my personal data?

There are times we might need to ask for help doing our work, and someone else will use your data for us. We must make sure they follow the rules too and keep it safe.

There is a list of the type of people who we could share it with on our [Privacy Policy for Adults](#).

Do you keep my personal data forever?

We only keep your personal data for as long as we need it.

There are different rules for different types of data and how long we keep it. We make sure we are following all the rules. A more detailed explanation can be found in our [Privacy Policy for Adults](#).

Do I have a say in what happens to my personal data?

Yes, you have “rights” when we use your data.

One of these is the right to know what we do with it – that’s what this page is for.

You can ask us to tell you what personal data we have about you, or if we will stop using it or delete it. If your personal data is wrong, you can tell us, and we will fix it.

The rights you have depend on what we use your data for, and there is more information on our [Privacy Policy for Adults](#).

Contact Information

If you feel that we are not handling your data correctly or are not following the rules, you can:

- Phone us on [0345 123 2399](tel:0345 123 2399)
- Email us at helpline@diabetes.org.uk
- Visit us at <https://forms.diabetes.org.uk/im-in-charge>

If you’re unhappy with the way we respond, you can also make a complaint to the Information Commissioner’s Office, details of how to do so are on their website: <https://ico.org.uk/concerns/>.