



Data Protection and Privacy Policy

At W.A.N.D.S (Wiltshire Adopters, Network, Development and Support) we are committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes.

By using our website, you are agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to admin@wearewands.org.uk

By providing us with your personal information you consent to the collection and use of that information for the purposes and in the manner described in this Privacy Policy.

Registration

By registering as a member of wearewands.org.uk you consent to our privacy and data protection policy. This means that you agree to our use of the personal information we may collect from you. If you do not agree to this use of your personal information please do not register as a member. Your consent to W.A.N.D.S's use of your personal information may be withdrawn at any time by cancelling your membership to W.A.N.D.S.

Collecting Information

We will collect personal information from you when you enquire about our activities, register with us, make a donation to us or otherwise provide us with personal information. We may also receive information about you from other people, if a friend or colleague refers you to our website.

We will also gather general information regarding the use of our website, such as which pages are visited most frequently. Only anonymous information and statistics will be used which do not identify individual visitors. This information helps us improve the services and information we offer on our website. We may use service providers to help us collect and analyse this information.

We obtain information about you when you use our website, for example, when you contact us about products and services, to make a donation, or if you register to receive emails from us.

W.A.N.D.S collects the details provided by you on registration together with the information we learn about you through your use of the service. We may collect additional information through your participation in any promotions and competitions offered by us. When you log on to the website we will automatically collect your IP address, a unique identifier for your computer or other access device. We will not use your IP address to identify you in any way.

The personal information we collect might include your name, address, email address, IP address, and information regarding what pages are accessed and when. If you make a donation online or purchase a product from us, your card information is not held by us, it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions.

Using the information

We use the information we collect to supply our services to you. We may also use your contact details to communicate with you by email, post or telephone.

We may use your information to:

- process a donation that you have made;
- process orders that you have submitted;
- to carry out our obligations arising from any contracts entered into by you and us;
- dealing with entries into a competition;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest
- to you. These may include information about campaigns, appeals, other fundraising
- activities, promotions of our associated companies goods and services;
- process a grant or job application.

Sensitive Information

We are required by law to advise you that occasionally the selections you make when using our services may indicate information about you that you may regard as sensitive such as the state of your health. As with all of the personal information you provide to us, you can be assured that any sensitive information you choose to supply to us will only be used in accordance with this privacy and data protection policy.

Disclosing your information

Your information will not be passed on to anyone without your express permission, except where an allegation of child or vulnerable adult abuse, or suspected child or vulnerable adult abuse (whether current or historical), is made to us.

Sharing your information

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf: We may pass your information to our third party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to process donations and send you mailings). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

When you are using our secure online donation pages, your donation is processed by a third party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions. If you have any questions regarding secure transactions, please contact us.

We may transfer your personal information to a third party if we're under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our supporters and customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

Retaining your information

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Storing your information

When you give us personal information, we take steps to ensure that it's treated securely.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any

information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

Profiling

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively.

How you can access and update your information

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at admin@wearewands.org.uk

You have the right to ask for a copy of the information W.A.N.D.S hold about you (we may charge £2 for information requests) to cover our costs in providing you with details of the information we hold about you.

Use of 'cookies'

Cookies are used to track and store information about you. A "cookie" is a software application that enables us to track your use of our website and services. You can find out more about the way cookies work on and you can select to disallow cookies from being stored on your computer. We use cookies to help us tailor our website for our members, subscribers and visitors.

It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

Minors

We do not allow persons who we know to be 18 or younger to become members of W.A.N.D.S, and do not therefore knowingly solicit personal information from persons aged 18 or younger.

Transferring your information outside of Europe

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union (“EU”). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you’re agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us and our services, then you can ask us not to email you by contacting us at admin@wearewands.org.uk.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: admin@wearewands.org.uk.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated on **15th July 2021**.