



Charity No: 1038962

Data Protection Privacy Policy

The information you provide will be held under the Data Protection Act 1998. We will do all we can to protect your privacy and to make sure any personal information you share with us is stored securely.

We value and respect everyone who connects with us. In line with our Mission Statement, our aim is to be as clear as possible about how and why we use information you give us. If your questions are not fully answered by the information below, please contact our data protection officer who will be happy to help. Email office@newforestmencap.org Telephone 01425 621893.

Compliance with the General Data Protection Regulation May 2018 underlies all our personal information privacy practices. We also have a Data Protection policy which governs how we use the information that we collect about you.

DATA PROTECTION STATEMENT

New Forest Mencap's data protection statement is as follows:

Keeping your data secure is very important to us. By providing your personal details you agree to allow New Forest Mencap to contact you either on the basis of the consents you have given us or for our Legitimate Interests in accordance with current data protection regulations. We will never make your personal data available for marketing purposes to external individuals or organisations. For more information email office@newforestmencap.org

HOW WE COLLECT INFORMATION ABOUT YOU

We collect personal information each time you are in contact with us. For example, when you become a member, make a donation, book into an event, request a resource, give your details to a New Forest Mencap speaker at an event or send us an email.

New Forest Mencap does not receive or hold any credit card details for donations/payments made via our websites. Secure Server Software (SSL) is used to encrypt all credit card information sent from our websites

WHY WE COLLECT INFORMATION ABOUT YOU

We collect information about you for the following reasons:

- To provide you with information about our work including membership-related mailings, events and resources and to tailor this kind of information according to your location and expressed interests.
- To ask for financial and non-financial support, such as volunteering.
- To process donations, you give us and to ensure they are recorded correctly.
- To keep records of your relationship with us. For example; what events you have attended, what enquiries or complaints you have made, what areas of our work you have supported or what resources you have ordered.
- To customise the information and appeals we send to ensure we work in the most cost-effective way and only send information which is appropriate to you.

- To enhance or improve your experience on our website. When you indicate your preferences through your use of our site, we may use this information to personalise the site to better meet your needs.

Keeping us up to date with your details and contact preferences

Please tell us as soon as any of your contact details change so that we can keep our records up to date. You can unsubscribe from our regular emails at any time by contacting us by mail, phone or email using the contact details above.

WHO SEES YOUR INFORMATION?

The information we collect will be used exclusively within New Forest Mencap. We do not pass any of your personal information to any other organisations and/or individuals without your express consent.

OUR USE OF YOUR INFORMATION

The information that you provide to New Forest Mencap will be used to provide you with information about our work including membership-related mailings, events, resources, fundraising and other services and activities described on our website.

By providing information you are agreeing to receive mailings that communicate the work of New Forest Mencap. We use MailChimp to send our Newsletter. By providing us with your details you are giving New Forest Mencap your express permission to transfer your data to MailChimp. If you do not give this permission then New Forest Mencap will not be able to send our Newsletter to you.

Each time you receive an email you will be able to update your preferences and subscribe or unsubscribe from regular emails via MailChimp.

New Forest Mencap may carry out analysis of the personal information we collect about you and add publicly available information to create a profile of your interests, preferences and level of potential donations so we can contact you in the most appropriate way and with the most relevant information.

If you make a major gift to our work and where you agree to such a relationship with us, you will be given a relationship manager who will discuss and agree with you any sensitivities you may have about the personal data we hold and the methods of contact suitable for you.

HOW LONG DO WE KEEP YOUR INFORMATION?

The length of time we keep the information you have given us depends on the context in which you provided it. We will only keep information that is necessary for us to provide membership mailings, other resources and for statistical purposes.

We will keep records of any financial transactions you enter into with us for a minimum of six years. This will enable us to meet with accounting requirements and respond to any questions from you that arise during that period.

Gift Aid declarations and transactions must be kept for a minimum of 12 years after the Gift Aid is no longer valid.

VIEWING THE INFORMATION, WE HOLD ABOUT YOU

You may request details of all the information New Forest Mencap holds about you by submitting a written request to our data protection officer. Please write to: The Data Protection Officer, New Forest Mencap, The Nedderman Centre Marryat Road New Milton BH25 5NY, or telephone 01425 621893 or email office@newforestmencap.org

COOKIES

We make use of cookies to enable us to analyse how visitors to our websites are using them and what pages they are visiting. This enables us to customise and personalise the content on our website. Cookies make the interaction between users and websites faster and easier. Without cookies, it would be very difficult for a website to allow a visitor to fill up a shopping cart or to remember the user's preferences or registration details for a future visit.

We use websites such as YouTube to embed videos on our websites and you may be sent cookies from them via our site. Please look at the cookie and privacy policies on these 3rd party sites if you want more information about this.

We also use 3rd party suppliers such as Facebook, Eventbrite and Google analytics and these suppliers may also make use of cookies.

As some of these 3rd party services may be based outside of the UK and the EU they may not fall under the jurisdiction of UK courts.

WHAT IS A COOKIE?

A cookie is a piece of information in the form of a very small text file that is placed on an internet user's hard drive. It is generated by a web page server, which is basically the computer that operates a website. The information the cookie contains is set by the server and it can be used by that server whenever the user visits the site. A cookie can be thought of as an internet user's identification card, which tell a website when the user has returned.

This policy was last updated in December 2017 but will be subject to regular review. Please revisit it each time that you consider giving personal data.
