Children North East website privacy and cookies policy

Last updated 3rd May 2018

1. **Introduction**

1.1 We are committed to safeguarding the privacy of our website visitors; in this policy we explain how we will handle your personal data.

1.2 We will ask you to consent to our use of cookies in accordance with the terms of this policy when you first visit our website. Please see section 12 below for an explanation of what a cookie is and does.

1.3 This privacy policy was last updated on 7th March 2018

2. **Credit**

2.1 This document was created using a template from SEQ Legal: http://www.seqlegal.com.

3. **How we use your personal data**

3.1 In this Section 3 we have set out:

(a) the general categories of personal data that we may process;

(b) the purposes for which we may process personal data; and

(c) the legal bases of the processing.

3.2 We may process data about your use of our website and services ("usage data"). The usage data may include your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation paths, as well as information about the timing, frequency and pattern of your service use. The source of the usage data is our analytics tracking system. This usage data may be processed for the purposes of analysing the use of the website, fundraising activities and services. The legal basis for this processing is our legitimate interests, namely monitoring and improving our website and services.

3.3 We may process your account data ("account data"). If you buy services from our website the account data may include your name, address, telephone number and email address; if you sign up for our newsletter the account data may also include your gender and date of birth. The source of the account data is you. The account data may be processed for the purposes of operating our website, providing our services, analysing our donors and supporters, targeting fundraising activities, ensuring the security of our website and services, maintaining back-ups of our databases and communicating with you. The legal basis for this processing is your consent.

3.4 Please do not supply any other person’s personal data to us, unless we prompt you to do so.
4. Providing your personal data to others

4.1 Financial transactions relating to our website and services are handled by our payment services providers; Stripe, GoCardless and Paypal. We will share transaction data with our payment services providers only to the extent necessary for the purposes of processing your payments, refunding such payments and dealing with complaints and queries relating to such payments and refunds. You can find information about the payment services providers' privacy policies and practices at:

Stripe (https://stripe.com/gb/privacy)
GoCardless (https://gocardless.com/legal/privacy/)
Paypal (https://www.paypal.com/ie/webapps/mpp/ua/privacy-full)

4.2 Your data may also be available to our website provider to enable us and them to carry out analysis and research on demographics, interests and behaviour of our users and supporters to help us gain a better understanding of them to enable us to improve our services, communication and fundraising activities. This may include connecting data we receive from you on the website to data available from other sources. Your personally identifiable data will only be used where it is necessary for the analysis required, and where your interests for privacy are not deemed to outweigh their legitimate interests in developing new services for us. In the case of this activity the following will apply:

- Your data will be made available to our website provider.
- The data that may be available to them includes any of the data we collect as described in section 3 above.
- Our website provider will not transfer your data to any other third party, or transfer your data outside of the EEA.
- They will store your data for a maximum of 7 years.
- This processing does not affect your rights under sections 10 or 14 of this privacy policy.

Our website provider is: Raising IT (https://www.raisingit.com/)

4.3 In addition to the specific disclosures of personal data set out in this Section 4, we may also disclose your personal data where such disclosure is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person.

5. International transfers of your personal data

5.1 The hosting facilities for our website are situated in the United Kingdom.

5.2 We do not transfer data outside the EEA (European Economic Area). The European Commission has made an “adequacy decision” with respect to the data protection laws of these countries. Transfers to any of these countries will be protected by the
use of standard data protection clauses adopted or approved by the European Commission.

6. **Retaining and deleting personal data**

6.1 Personal data that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

6.2 We will retain your personal data for two years at the end of which period it will be deleted from our systems.

6.3 Notwithstanding the other provisions of this Section 6, we may retain your personal data where such retention is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person.

7. **Amendments**

7.1 We may update this policy from time to time by publishing a new version on our website.

7.2 You should check this page occasionally to ensure you are happy with any changes to this policy.

8. **Your rights**

8.1 You may instruct us to provide you with any personal information we hold about you.

8.2 Provision of such information will be subject to the supply of appropriate evidence of your identity (for this purpose, we will usually accept a photocopy of your passport certified plus an original copy of a utility bill showing your current address).

9. **Third party websites**

9.1 Our website includes hyperlinks to, and details of, third party websites.

9.2 We have no control over, and are not responsible for, the privacy policies and practices of third parties.

9.3 We operate a number of social media pages. Although this policy covers how we will use any data collected from those pages it does not cover how the providers of social media websites will use your information. Please ensure you read the privacy policy of the social media website before sharing data and make use of the privacy settings and reporting mechanisms to control how your data is used.

10. **Personal data of children**

10.1 Our website is targeted at persons over the age of 16.

10.2 If we have reason to believe that we hold personal data of a person under that age in our databases, we will delete that personal data.
11. **Updating information**

11.1 Please let us know if the personal information that we hold about you needs to be corrected or updated.

12. **About cookies**

12.1 A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

12.2 We use cookies for the following purposes:

(a) **authentication** - we use cookies to identify you when you visit our website and as you navigate our website;

(b) **status** – we use cookies to help us determine if you are logged into our website;

(c) **personalisation** – we use cookies to store information about your preferences and to personalise the website for you;

(d) **analysis** - we use cookies to help us to analyse the use and performance of our website and services; and

(e) **cookie consent** - we use cookies to store your preferences in relation to the use of cookies more generally.

13. **Cookies used by our service providers**

13.1 Our service providers use cookies and those cookies may be stored on your computer when you visit our website.

13.2 We use Google Analytics to analyse the use of our website. Google Analytics gathers information about website use by means of cookies. The information gathered relating to our website is used to create reports about the use of our website. Google's privacy policy is available at: [https://www.google.com/policies/privacy/](https://www.google.com/policies/privacy/). The relevant cookies are: _ga, _gid, _gat, __utmca, __utmb, __utmc, __utmz and __utmv.

13.3 We use Share This so that you can choose to share our website on social media and to inform us when you do. You can view the privacy policy of this service provider at [https://www.sharethis.com/privacy/](https://www.sharethis.com/privacy/).

14. **Managing cookies**

14.1 Most browsers allow you to refuse to accept cookies and to delete cookies. The methods for doing so vary from browser to browser, and from version to version. You can however obtain up-to-date information about blocking and deleting cookies via these links:

(a) [https://support.google.com/chrome/answer/95647?hl=en](https://support.google.com/chrome/answer/95647?hl=en) (Chrome);
14.2 Blocking all cookies will have a negative impact upon the usability of many websites.

14.3 If you block cookies, you will not be able to use all the features on our website.

15. **Our details**

15.1 This website is owned and operated by Children North East.

15.2 We are registered in England and Wales with the Charity Commission registration number 222041 and Companies House registration number 90288. Our registered office is at 89 Denhill Park, Newcastle upon Tyne, NE15 6QE.

15.3 You can contact us:

   (a) by post, using the postal address given above;
   (b) using our website contact form;
   (c) by telephone, on 0191 256 2444; or
   (d) by email, using the email address published on our website from time to time.

16. **Data protection officer**

16.1 Our data protection officer's contact details are: Jeremy Cripps, Chief Executive who can be contacted through any of the means in section 15 above.

17. **Data protection registration**

17.1 We are registered as a data controller with the UK Information Commissioner's Office.

17.2 Our data protection registration number is: Z6554641.

18. **Complaints**

18.1 If you have a complaint about us, or the treatment of your data, you can contact the Charity Commission. The Charity Commission is the independent watchdog for charities. You can make a complaint about a charity on their website at [www.charity-commission.gov.uk](http://www.charity-commission.gov.uk).