

Privacy policy – Beds & Northants MS Therapy Centre

1. Introduction

- 1.1 We are committed to safeguarding the privacy of our website visitors; in this policy we explain how we will treat your personal information.
- 1.2 This privacy policy was last updated on 13 12 2017

2. Credit

- 2.1 This document was created using a template from SEQ Legal (<http://www.seqlegal.com>).

3. Collecting personal information

- 3.1 We may collect, store and use the following kinds of personal information:
 - (a) information about your computer and about your visits to and use of this website (including your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation paths);
 - (b) information that you provide to us when signing up to emailnewsletters on our website (including your email address);
 - (c) information that you provide to us for the purpose of subscribing to our email notifications and/or newsletters (including your name and email address);
 - (d) information that you provide to us when using the services on our website, or that is generated in the course of the use of those services (including the timing, frequency and pattern of service use), if applicable;
 - (e) information relating to any donations you make or any other transactions that you enter into through our website including your name, address, telephone number, email address, which appeal you are supporting and in the case of direct debits the frequency and date of when direct debits will be taken;
 - (f) information that you post to our website for publication on the internet
 - (g) information contained in or relating to any communication that you send to us or send through our website (including the communication content and metadata associated with the communication and any information gathered on a form); and
 - (h) any other personal information that you choose to send to us.
- 3.2 Before you disclose to us the personal information of another person, you must obtain that person's consent to both the disclosure and the processing of that personal information in accordance with this policy.

4. Using personal information

- 4.1 On the basis of our legitimate interest to run our charity, we may use your personal information to:

- (a) carry out the administration of our website and business;
- (b) personalise our website for you;
- (c) enable your use of the services available on our website;
- (d) deal with enquiries and complaints made by or about you relating to our website or charity;
- (e) keep our website secure and prevent fraud;
- (f) provide third parties with statistical information about our users (but those third parties will not be able to identify any individual user from that information);
- (g) Complete the processing of any donation you have made to us;
- (h) conduct aggregate analysis that enables us to operate, protect, make informed decisions, and report on the performance of, our charity;

In order to complete the service you have requested we may use your personal information to:

- (i) send payment reminders to you, and collect payments from you;
- (j) send you email notifications;
- (k) send you our email newsletter, if you have requested it (you can inform us at any time if you no longer require the newsletter);

Where you have given consent we may use your personal information to:

- (l) send you communications relating to our charity that we think may be of interest to you, by post or, where you have specifically agreed to this, by email or similar technology (you can inform us at any time if you no longer require communications);

4.2 If you submit personal information for publication on our website, we will publish and otherwise use that information in accordance with the licence you grant to us.

4.3 Your privacy settings can be used to limit the publication of your information on our website, and can be adjusted by contacting us.

4.4 We will not, without your express consent, supply your personal information to any third party for the purpose of their or any other third party's direct marketing.

5. Disclosing personal information

5.1 We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers (including specifically the provider and host of our website or other subcontractors insofar as reasonably necessary for the purposes set out in this policy.

5.2 We may disclose your personal information:

- (a) to the extent that we are required to do so by law;

- (b) in connection with any ongoing or prospective legal proceedings;
- (c) in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk);
- (d) to any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information.

5.3 Except as provided in this policy, we will not provide your personal information to third parties.

6. International data transfers

6.1 Personal information that you publish on our website or submit for publication on our website may be available, via the internet, around the world. We cannot prevent the use or misuse of such information by others.

6.2 You expressly agree to the transfers of personal information described in this Section 6.

7. Retaining personal information

7.1 This Section 7 sets out our data retention policies and procedure, which are designed to help ensure that we comply with our legal obligations in relation to the retention and deletion of personal information.

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

7.3 Notwithstanding the other provisions of this Section 7, we will retain documents (including electronic documents) containing personal data:

- (a) to the extent that we are required to do so by law;
- (b) if we believe that the documents may be relevant to any ongoing or prospective legal proceedings; and
- (c) in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk).

8. Security of personal information

8.1 We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

8.2 We will store all the personal information you provide on our, and where applicable our supplier's, secure (password- and firewall-protected) servers. This may include data storage services provided in the Cloud.

8.3 All electronic financial transactions entered into through our website will be protected by encryption technology.

8.4 You acknowledge that the transmission of information over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

- 8.5 If you log in to our website, you are responsible for keeping the password you use for accessing our website confidential; we will not ask you for your password (except when you log in to our website).

9. Amendments

- 9.1 We may update this policy from time to time by publishing a new version on our website.
- 9.2 You should check this page occasionally to ensure you are happy with any changes to this policy.

10. Your rights

- 10.1 You may instruct us to provide you with any personal information we hold about you; provision of such information will be subject to:
- (a) the payment of a fee (currently no more than GBP 10); and
 - (b) the supply of appropriate evidence of your identity (for this purpose, we will usually accept your passport or other photo-ID, or a photocopy of your passport or photo-ID certified by a solicitor or bank plus an original copy of a utility bill showing your current address.
- 10.2 We may withhold personal information that you request to the extent permitted by law.
- 10.3 You may instruct us at any time not to process your personal information for marketing purposes.
- 10.4 In practice, you will usually expressly agree in advance to our use of your personal information for marketing purposes.

11. Third party websites

- 11.1 Our website includes hyperlinks to, and details of, third party websites.
- 11.2 We have no control over, and are not responsible for, the privacy policies and practices of third parties. . If you use any link on our website we recommend you read the privacy policy of that website before sharing any personal or financial data.
- 11.3 We operate a number of social media pages (including Facebook, Twitter and You Tube). 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.

12. Updating information

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

13. Cookies

- 13.1 Our website uses cookies. 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.

- 13.2 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.
- 13.3 We use persistent cookies on our website.: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date.
- 13.4 Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.
- 13.5 The names of the cookies that we use on our website, and the purposes for which they are used, are set out below:
- 13.5.1 We use Google Analytics to analyse the use of our website. This analytics service provider generates statistical and other information about website use by means of cookies.
- 13.5.2 The information generated relating to our website is used to create reports about the use of our website.
- 13.5.3 The analytics cookies used by our website have the following names: ga, _gid, _gat, __utma, __utmt, __utmb, __utmc, __utmz and __utmv.
- 13.5.4 Google analytics service provider's privacy policy is available at:
<http://www.google.com/policies/privacy/>.
- 13.5.5 We use cookies to help us track which articles are most popular with our customers when we send them emails and email newsletters. We use this information to look at averages and totals to help us understand aggregate use. And that information helps us to create more useful and interesting newsletters for everyone in the future.
- 13.5.6 For our email newsletters we use Campaign Monitor. An overview of their privacy and security are available here:
<https://www.campaignmonitor.com/trust/security-privacy-data-matter-us/>
- 13.6 Most browsers allow you to refuse to accept cookies. Blocking all cookies may have a negative impact upon the usability of many websites.
- 13.7 You can delete cookies already stored on your computer. Deleting cookies may have a negative impact on the usability of many websites.

14. Our details

- 14.1 This website is owned and operated by *Beds and Northants MS Therapy Centre*.
- 14.2 We are registered in England and Wales under registration number 02296103 , and our registered office is at *155 Barkers Lane, Bedford MK41 9RX*
- 14.3 Our principal place of business is at *155 Barkers Lane, Bedford MK41 9RX*.
- 14.4 You can contact us:
- (a) by post, using the postal address given above;
 - (b) using our website contact form;

(c) by telephone, on 01234 325781

(d) by email, using manager@mscentrebedsandnorthants.com

15. Complaints

16.1 In the first instance, you should contact us to speak to our manager or to fill out our complaints form. Our complaints policy and procedure are available from the Centre.

16.2 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.

If you've got a complaint about our fundraising activities you can also complain to the Fundraising Standards Board (FRSB).

To find out whether a charity is an FRSB member and how to go about making a complaint, go to the FRSB public website at www.givewithconfidence.org.uk