

Privacy Policy



Contact details for Splash
Office: 01903 898023
e:office@splashschools.org.uk

PRIVACY POLICY

April 2018

Introduction

Splash! Takes your privacy seriously and will only use your personal information to provide the services and information you have requested from us.

This policy applies to all the websites we operate, our use of emails and social media for marketing purposes, paper based communication and any other methods we use for collecting information. It covers what we collect and why, what we do with the information, what we won't do with the information, and what rights you have.

What information do we collect and why?

Splash! Will only ever collect the information we need, including data that will be useful to help improve our services. We collect two kinds of information:

Non-personal information – such as IP addresses, pages accessed and files downloaded. This helps us to determine how many people use our site, how many people visit on a regular basis and how popular our pages are. This information helps us to monitor and improve our services. This information does not tell us anything about who you are or where you live.

Personal information – such as name, postal address, phone number, email address, date of birth (where appropriate), information about your church affiliation etc. We collect this information in connection with specific activities such as donations, newsletter requests, event bookings, feedback etc. The information is either needed to fulfil your request or to enable us to provide you with a more personalised service. You do not need to disclose any of this information to browse our website. However, if you do choose to withhold requested information we may not be able to provide you with certain services.

What do we do with the information?

We will use the information you provide to:

- Fulfil any requests such as newsletters, donations or event bookings
- Process donations or other payments and verify financial transactions
- Record any contact we have with you
- Prevent or detect fraud or abuses of our website and enable third parties to carry out functions on our behalf
- To carry out research into the demographics, interests and behaviour of our users and supporters
- Communicate with our supporters and service users
- Provide you with any information that you have agreed to that may be of interest

Using your information for marketing

We will only send marketing information to people who have specifically said that they agree to us doing so in the methods they have requested.

If you want to receive this information but have not asked us to include you, please email office@splashschools.org.uk You may change your profile or opt out at any time by emailing office@splashschools.org.uk or calling us on 01903 898023

Sharing your information

We will only share your information if:

- We are legally required to do so
- We believe it is necessary to protect or defend our rights, property or the personal safety of our people or visitors to our premises or websites
- We are working with a partner who is carrying out work on our behalf

Storing your information

Information is stored by us on computers located in the UK and on reputable cloud-based storage systems. We may transfer the information to reputable third party organisations for the purposes of backup and mobile working. They may be situated inside or outside the European Economic Area. We may also store information in non-electronic forms.

We place great importance on the security of all personally identifiable information associated with our supporters and users. We have security measures in place to attempt to protect against the loss, misuse and alteration of personal data under our control. Only authorised personnel are permitted to access user information. While we cannot ensure or guarantee that loss, misuse or alteration of data will not occur while it is under our control or being transferred, we use our best efforts to try to prevent this.

We will only keep your information for as long as we need to:

- provide you with the services or information you have requested
- comply with the law
- ensure we do not communicate with those who have requested not to
- to inform our research

When we no longer need the information we will dispose of it securely.

What we don't do with your information

We will never sell or share your information to other organisations to use for their own purposes.

Other information

Children's Data

Some of the services we provide are aimed at children and to deliver these safely it is necessary for us to collect personal data and store it. We will only collect data from anyone under 18 with the permission of the parent or guardian.

Social Media Sites

We operate social media pages on Facebook. Although this policy covers how we will use any data collected, 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.

Links to third party websites

Our website may contain links to third party websites that we believe may be of interest to our website visitors. This privacy policy only governs our websites and we are not responsible for the privacy policies that govern third party websites even where we have provided links to them.

Cookies

When websites are used, they sometimes place small files of information on your device, such as your computer or phone. These are known as cookies. Cookies help our website to recognise your computer. They cannot identify you personally. If you do not wish to use cookies, you can change your browser settings to prevent their use. If you continue to use our website with cookies we will assume you have consented to their use.

Your rights

You have the right to:

- Have inaccurate data rectified or erased
- Access a copy of the information we hold about you
- Prevent your data being used for marketing

For further information please contact the Data Protection Officer in writing at Splash for Schools and Communities, Church Farm Yard, Church Lane, Ashington, RH20 3JX