

## **Privacy Statement**

At NDAS we will only collect, process and store information about you that you have willingly provided. You don't need to provide any information to us in order to use our website, but as a result of your use, we may collect cookies and other relevant information. NDAS aims to be transparent with regards to what information we collect and what will be done with this information.

NDAS will not share any of your information with any third party unless we are legally required to do so. If we do share information about you without your permission it could be because there are safeguarding concerns regarding an adult or child; via a court order or if a user is disclosing information about an act of terrorism.

When you give us a donation or contact us for any reason, we will ask for your information. We use this information to manage your donation or to record any advice or support requested.

We will process your personal data on the basis of your consent or our legitimate interests. These interests could include provision of information about services we provide; the administration of our website; and to ensure we comply with applicable laws and regulations.

We may ask you to 'opt in' to receive further information by email. By opting in, you agree to us contacting you occasionally with information about our work and to ask for other help in the future. We will never sell or swap your details. If you change your mind after 'opting in', you can write to [info@ndas.co](mailto:info@ndas.co) or call 0300 0120154 and let us know.

Dr Rachel Duncan, CEO is our data controller. Our data protection officer is Zoe Tatham, Business Manager. Both can be contacted via [info@ndas.co](mailto:info@ndas.co) or by calling 0300 0121154.

### **Cookies**

When you visit our website we collect information to help us to make improvements in our services and to our website. We can't use any of this information to find out any additional information about you. None of the information gathered will be shared unless required to do so by law. The information gathered may consist of your IP address, when you visited the website and which areas of the website you viewed.

### **Keeping your data safe**

We constantly work to make sure that your data is properly protected through encryption, firewalls and monitoring.

We make sure that your data is only seen by people who need to view it for their work and that our staff are trained in protecting your information.



### Right to access your information

You have the right to see the information we hold about you under Data Protection laws. You also have a right to us to correct, delete, or restrict your personal data. You may ask us to send your information to someone else, or to give you information in a way that makes it easy for you to pass on. You can also object to or withdraw your permission for us to process your information.

If you want to exercise any of these rights, send a description of your request (including the information you want to access, if applicable) and proof of your identity by email to [info@ndas.co](mailto:info@ndas.co)

### Right to complain

If you are not happy about the way in which we are processing your personal data, please contact us at [info@ndas.co](mailto:info@ndas.co). Please see our complaints policy below for further detail. You also have the right to make a complaint to the UK Information Commissioner's Office.

At NDAS we take your privacy seriously. The information below sets out the basis on which any personal information we collect from you, or that you provide to us, will be processed.

### What information do we hold?

- We hold information that you provide to us either in person, electronically or by phone. The information you give us may include your name, address, contact details and any other details you choose to share with us.
- We will automatically collect information about you when you visit our website. This information includes: IP address, browser type and version, time zone setting, operating system and platform.
- We also collect Information about your visit, including the full Uniform Resource Locators (URL), clickstream to, through and from our site (including date and time), page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), methods used to browse away from the page and any phone number used to call our head office and staff members.
- If you are an NDAS employee, volunteer or service user we may also hold certain categories of sensitive information such as personal financial details, age, gender, marital status, date of birth, full employment and educational history, references, medical and criminal records.

### How will we use your information?

- To administer our site and for internal purposes, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- To improve our site to ensure that content is presented in the most effective manner for you and for your computer;
- If you sign up for electronic newsletters we will use your information to send you news and information about NDAS only.
- To monitor and evaluate the services we provide. Any information provided to third parties for evaluation purposes is anonymised and we will seek separate permission to share this information.



### Where do we store your personal data?

- Only NDAS staff that have a requirement to access your data can view and access it. We share anonymised data as required with funders and stakeholders.
- We may store your information electronically, in paper form, or both.
- All computers that store any personal data are password protected.
- Laptop computers and similar devices that contain confidential information are encrypted.
- Any paper files that hold personal information (other than names and contact details) are kept on secure premises in locked filing cabinets.
- Information you provide to us is stored on our secure cloud based servers.
- Unfortunately, the transmission of information via the Internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

### What is our legal basis for processing your data?

Our legal basis for processing personal data is different depending upon the purpose it was collected for. The following list covers the main types of data that we hold, for a full list please contact us at [info@ndas-org.co.uk](mailto:info@ndas-org.co.uk)

- Data collected for NDAS news mailing lists is held on consent (unless otherwise stated).
- Data collected through our booking systems for the events and courses that we run is held for our legitimate interests or because of a contractual obligation to do so.
- Employee, volunteer and other relevant data records are processed to comply with legal and contractual obligations and to fulfil our legitimate interests as a charity.
- Some of your records may be held with your consent. Where we choose to hold such records on consent we will notify you of this when your data is collected and will ask for you to agree to this. We will also inform you how you can withdraw your consent if you wish to do so.
- Some data we may hold as the law requires in regards to safeguarding.

### How long do we hold your data?

- The length of time that we will retain your data will vary depending upon the purpose for which it is processed.
- Data that is held by us on consent is only kept for as long as we have your consent to process that data.

### Your Rights

Under UK legislation you have a number of rights about how your data is processed. Full details of your personal rights can be found on the Information Commissioner's Office website – <https://ico.org.uk/>.

Your rights include the right to:

- Request access to the data we hold about you,
- Have inaccurate and incomplete data rectified,
- Have the personal data we hold on you deleted (except where we are required to hold the data by law),
- To restrict the processing of your personal data in certain circumstances.



- Data that is held on consent will only be processed as long as we have your consent. To withdraw your consent you can contact us by emailing us at [info@ndas-org.co.uk](mailto:info@ndas-org.co.uk)

### **Other websites**

Our site may, from time to time, contain links to and from other websites and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

### **Cookies**

Our websites use cookies for the following reasons:

- To allow you to carry information across pages of our websites and avoid having to re-enter information when you return to one of our sites;
- To measure our website traffic and analyse how our websites work. This will allow us to make changes to our websites in the future and make them easier to use;
- You can accept or decline cookies by modifying the settings in your browser. Please note that if you disable all cookies then you may not be able to access some parts of our websites.

### **Changes to our Privacy Policy**

Any changes we make to our privacy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

If you have any questions, comments or requests regarding this privacy policy please email [info@ndas-org.co.uk](mailto:info@ndas-org.co.uk)