

## **Privacy Policy**

**Last updated: 17 May 2018**

Your data and its security is important to us. Freddie Farmer Foundation (“We” or “Us”) is committed to protecting your privacy.

This Privacy and Cookie Policy explains how and why we collect and process your personal data through your use of our site [www.freddiefarmerfoundation.org.uk](http://www.freddiefarmerfoundation.org.uk) and through our services to you.

### **1. Who are we?**

Freddie Farmer Foundation is a registered charity, England & Wales No. 1140588.

Karen Smith is the data controller and is responsible for your personal data.

Email address: [karen@freddiefarmerfoundation.org.uk](mailto:karen@freddiefarmerfoundation.org.uk)

Postal address: Freddie Farmer Foundation, Unit 2 Invicta Works, Elliott Road, Bromley BR2 9NT

It is very important that the information we hold about you is accurate and up to date. Please let us know if at any time your personal information changes by emailing us at [karen@freddiefarmerfoundation.org.uk](mailto:karen@freddiefarmerfoundation.org.uk) OR by clicking the ‘Update Subscriber Options’ link at the bottom of our emails.

### **2. What personal information will you collect about me?**

We may collect the following data from you when you use our products or services:

Cookie data when you use our website [www.freddiefarmerfoundation.org.uk](http://www.freddiefarmerfoundation.org.uk) (see Cookie section 8 below for further information)

Name

Organisation

Address

Phone number

Email address

Date of Birth

We collect such information about you when you make an enquiry, register for our newsletter or place an order for products or services from us. We also collect information when you voluntarily:

- Complete customer surveys
- Provide feedback

This policy also relates to our use of any personal information you provide us by phone, SMS, email, in letters and other correspondence, and in person.

## **Users under 18**

If you are under 18, please ensure that you obtain your parent/guardian's consent beforehand whenever you provide Personal Information to the website. Users without such consent are not allowed to provide us with Personal Information.

## **Hyperlinks**

www.freddiefarmerfoundation.org.uk website contains hyperlinks to websites owned and operated by third parties. These third party websites have their own privacy policies, and are also likely to use cookies, and we therefore urge you to review them. They will govern the use of personal information you submit when visiting these websites, which may also be collected by cookies. We do not accept any responsibility or liability for the privacy practices of such third party websites and your use of such websites is at your own risk.

## **3. How will you use the information you collect about me?**

We will use the personal information you supply to respond to your enquiries, to manage the work we do for you, and to tell you about other products or services that may be of interest to you.

If you have opted in to receive marketing information from us and are not a customer, we will send you regular marketing emails. We will not share your information for marketing purposes with third parties.

## **4. How we protect information**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect from you.

## **5. Will you share my personal information with anyone else?**

Generally, we will use your information within Freddie Farmer Foundation and will only share it outside where you have requested it or given us your express consent.

Exceptions to this are:

where disclosure is required or permitted by law (for example to government bodies and law enforcement agencies)

we may share with third party sites (e.g. Facebook, Google, Instagram and Twitter) some data, with appropriate security measures, to show you relevant advertising on third party sites, as set out in section 8 – cookies.

## **6. International transfers**

Sometimes we use third parties to process or store your information on our behalf, for example storing data using Cloud services for accounting, marketing and database administration.

Many of our third parties service providers are based outside the European Economic Area (EEA) so their processing of your personal data will involve a transfer of data outside the EEA.

Whenever we transfer your personal data out of the EEA, we do our best to ensure a similar degree of security of data by ensuring at least one of the following safeguards is in place:

We will only transfer your personal data to countries that the European Commission have approved as providing an adequate level of protection for personal data by; or

Where we use certain service providers, we may use specific contracts or codes of conduct or certification mechanisms approved by the European Commission which give personal data the same protection it has in Europe; or

If we use US-based providers that are part of EU-US Privacy Shield, we may transfer data to them, as they have equivalent safeguards in place.

If none of the above safeguards is available, we may request your explicit consent to the specific transfer. You will have the right to withdraw this consent at any time.

## **7. How long will you keep my information?**

We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

## **8. How can I access or delete my information?**

You can request a copy of the information we hold on you at any time by writing to us. We will need evidence of your identity in order to process such a request and we will respond to your request within 30 days of the date you send it to us. If we are unable to supply your information within that time, we will let you know. We may withhold personal information that you request to the extent permitted by law.

You can also request that all information we hold on you is deleted, subject to where we need to keep it for legal reasons (e.g. accounting purposes or for legal disputes).

If there are inaccuracies with the personal information we hold about you, please let us know and we will correct your records.

You may instruct us at any time not to continue holding your personal information for marketing purposes. We also provide an opt-out facility on the bottom of our email marketing.

To request a copy of your information, to have it updated or deleted altogether, please contact [karen@freddiefarmerfoundation.org.uk](mailto:karen@freddiefarmerfoundation.org.uk)

## **9. Web browser cookies**

### **a) What is a Cookie?**

A cookie is a small amount of data, which often includes a unique identifier that is sent to your computer, tablet or mobile phone (all referred to here as a “device”) web browser from a website’s computer and is stored on your device’s hard drive. Each website can send its own cookie to your web browser if your browser’s preferences allow it. Many websites do this whenever a user visits their website in order to track online traffic flows. Similar technologies are also often used within emails to understand whether the email has been read or if any links have been clicked. If you continue without changing your settings, we’ll assume that you are happy to receive all cookies on our website. However, you can change your cookie settings at any time.

During the course of any visit to our website, the pages you see, along with a cookie, are downloaded to your device. Many websites do this, because cookies enable website publishers to do useful things like find out whether the device (and probably its user) has visited the website before. This is done on a repeat visit by checking to see, and finding, the cookie left there on the last visit.

#### **b) How do you use cookies?**

Information supplied by cookies can help us to understand the profile of our visitors and help us to provide you with a better user experience. We use this type of information to help improve the services we provide users.

#### **c) Other information collected from web browsers**

Your web browser may also provide us with information about your device, such as an IP address and details about the browser that you are using. This can also include your device’s location through the web-browser. We use information provided by your browser or by the link that you have clicked to understand the webpage that directed you to the website and this may be captured by performance cookies.

If you have any concerns about the way that we use cookies or respect your settings, then please contact us at [karen@freddiefarmerfoundation.org.uk](mailto:karen@freddiefarmerfoundation.org.uk)

### **10. Changes to our Privacy and Cookies Policy**

This Privacy and Cookies Policy may be updated from time to time so you may wish to check it each time you submit personal information to us. The date of the most recent revisions will appear on this page. If material changes are made to the Privacy and Cookies Policy, for instance affecting how we would like to use your personal information, we will provide a more prominent notice (including, for certain services, email notification of Privacy Policy changes).

### **11. Contacting us about this Privacy and Cookies Policy**

If you any questions or comments about this Privacy and Cookies Policy please contact:

[karen@freddiefarmerfoundation.org.uk](mailto:karen@freddiefarmerfoundation.org.uk)