



## **The Well, Kibworth - Privacy Policy**

The Well is a registered charity whose activities support people in Kibworth Beauchamp and surrounding areas.

- The Well is committed to protecting and respecting your privacy and security. Whenever you provide us with your personal information we will treat that information in accordance with this statement, our terms and conditions and current data protection legislation.
- Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. This statement may change from time to time, so please check this page periodically.

### **Who will see your personal data**

- We will not to share your details with any other organisation unless there are immediate concerns about potential abuse or physical harm or where an indictable offence may have been committed. Then, and only then, we may share details with the relevant agencies upon the authorisation of the Chair of Trustees of The Well (or another Trustee in his/her absence).
- We will never give away your data or sell it to anyone.

### **What information do we keep and why?**

- We process personal data relating to service users, supporters, other interested parties, trustees, staff and volunteers. This is to allow us to offer services, information and help and guidance, to be able to keep people up to date with our work and plans, by our Newsletter and other means, and to be able to administer the charity effectively.

#### **Service Users**

- If you benefit from one or more of our services we will hold your data for up to seven years after you cease to receive a service. At this time all paper records will be destroyed and computerised records will be anonymised.

#### **Supporters**

- If you are a donor and/or member of The Well we will hold information about your donations but seven years after you stop supporting us or as soon as you withdraw your consent we will anonymise your data. This means that details of your donations will be kept but your personal data will be deleted. This is for historical and statistical purposes only and it is not possible to identify an individual from this data.

#### Other Interested Parties

- If you contact us we will keep your contact details and a note of the nature of your interest in The Well for seven years.

#### Trustees, Staff and Volunteers

- We will hold your data for up to seven years after you cease to be a trustee, staff member or volunteer. At this time all paper records will be destroyed and computerised records will be anonymised.

#### **Unsubscribing from communications or changing the way you wish to hear from us**

- You can unsubscribe from communications from us at any time,
- You can change your preferences of the way you would like to hear from us, e.g. you would prefer to receive an email rather than a letter post,
- In either case please contact The Manager of The Well using the contact details at the end of this document.

#### **Photographs, videos and other images**

- From time to time we will use photographs, videos and other images of our group activities in our promotional materials including, but not limited to, our website, posters, leaflets, other materials, and articles for use by other organisations.
- The names and personal details of service users will not be published unless specific consent is obtained.

#### **Use of 'cookies' on our website**

- Our website uses cookies. A cookie is a small file of letters and numbers that we put on your computer if you agree, neither of which capture personal data. We use two types of cookies on our website:-

##### Necessary Cookies

- These cookies allow us to distinguish you from other users of the website which helps us to enable the website to function properly and to provide you with a good experience when you browse our website.
- Please note that if you delete or disable our cookies you may experience interruptions or limited functionality in certain areas of the website.
- On first use of our website you will be presented with a notice about Cookies. By clicking "I Accept" or by continuing to use the website you agree to such use of cookies, unless you later decide to disable them. The notice can also be seen at any time by clicking the link at the foot of each page.
- For more information about cookies and on how to switch off cookies on your computer, visit the AboutCookies website [www.aboutcookies.org](http://www.aboutcookies.org) Turning cookies off may result in a loss of functionality when using our site

##### Statistical and marketing cookies

- We use Google Analytics to recognise and count the number of visitors and to see how visitors move around the site when using it. This helps us to improve the way our website works, for example by making sure users are finding what they need.
- These are:-
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Cookie Name	Expiration Time	Description
_utm.gif	Session	Statistical cookies used by Google Analytics to help The Well understand how visitors interact with our website by collecting and reporting information anonymously
-_utma	2 years	As above
_utmb	Session	As above
_utmc	Session	As above
_utmt	Session	As above
_utmz	6 months	As above
Impression.php/	Session	Used by Facebook to register impressions on pages with the Facebook login button
<u>cookieuse</u>	1 year	Used to record whether visitors to our website have previously indicated consent to Cookies

- Tracking by Google Analytics cookies can be turned off by following the instructions at <https://tools.google.com/dlpage/gaoptout>

### **What happens when visitors link to another site?**

- Our site contains links to other websites. This privacy statement applies only to our site, so visitors should always be aware when they are moving to another site and read the privacy statement of any site which collects personal information. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our site.
- This also applies if you donate or use the fundraising toolbar provided via the links on our website: [easyfundraising.org.uk](http://easyfundraising.org.uk) or donate while you shop on : [stewardship.org.uk](http://stewardship.org.uk)

### **Security**

- When you give us personal and/or sensitive information we take steps to ensure that it is treated securely and with respect.

### **Your rights**

- You have the right to ask to see any data that The Well holds about you in either paper or computerised format. You should put your request in writing to The Manager of The Well at the address at the end of this document. We will respond to your request within 30 days.
- You have the right to expect the data we hold about you to be accurate and can ask for any inaccuracies to be corrected. You have the right to erasure of personal data (also known as the 'right to be forgotten').
- You have the right to lodge a complaint and can do so by writing to The Chair of Trustees of The Well at the address at the end of this document. Alternatively, you can contact the Information Commissioners Office on 0303 123 1113.

### **Persons Under 18**

- If you are aged under 18, you must get your parent/guardian's permission beforehand whenever you provide personal information to the site. Users without this consent are not allowed to provide us with personal information.

### **Contact Us**

- If at any time you would like to contact us with your views about our privacy practices, or with any enquiry relating to your personal information, you can contact us at:

- Email:- [manager@thewellkibworth.org](mailto:manager@thewellkibworth.org)

- Phone:- 07961 538671

Mail:- The Manager,  
The Well,  
45 High Street,  
Kibworth Beauchamp,  
Leicestershire LE8 0HS

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