



# Protecting your privacy

## 1. Introduction

This Privacy Policy explains in detail the types of personal data we may collect about you when you interact with us. It also explains how we'll store and handle that data and keep it safe.

We know that there's a lot of information here but we want you to be fully informed about your rights and how Autism Bedfordshire use your data.

We hope the following sections will answer any questions you have but if not, please do get in touch with us.

It's likely that we'll need to update this Privacy Policy from time to time. We'll notify you of any significant changes, but you're welcome to come back and check it whenever you wish.

## 2. What is Autism Bedfordshire?

Autism Bedfordshire – which we'll refer to as 'the Charity' in this document – is an independent charity that provides information, advice and practical support to children, young people and adults with autism and their families in Bedfordshire. **Autism Bedfordshire also acts as the Lead Body for the Luton VCS Short Breaks Consortium.**

For simplicity, throughout this notice, 'we' and 'us' means the Charity.

## 3. Explaining the legal bases we rely on

The law on data protection sets out a number of different reasons for which a company may collect and process your personal data, including:

### **Consent**

In specific situations, we can collect and process your data with your consent.

*For example, when you tick a box to receive email newsletters.*

When collecting your personal data, we'll always make clear to you which data is necessary in connection with a particular service.

### **Contractual obligations**

**In certain circumstances, we need your personal data to comply with our contractual obligations.**

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Autism Bedfordshire has a contractual obligation with a number of different funders to pass on some personal data on users to help monitor the performance of the contractual work. For example, Autism Bedfordshire collect data about users from members of the VCS Consortium and then collates this data to send to Luton Borough Council as of part of the Consortium's funding agreement with London Luton Airport Ltd.

### **Legal compliance**

If the law requires us to, we may need to collect and process your data.

### **Legitimate interest**

In specific situations, we require your data to pursue our legitimate interests in a way which might reasonably be expected as part of running our charity and which does not materially impact your rights, freedom or interests.

*For example, we will use your address details to send you information by post, telling you about services that we think might interest you.*

### **Vital interest**

When processing is necessary to protect someone's life.

*For example, for emergency medical care, when we need to process personal data for medical purposes but the individual is incapable of giving consent to the processing.*

## **4. What Information is collected by us?**

### **Information you give us**

In order to provide our services we need to collect and use personal information regarding the following:

Opt in marketing communications (electronic newsletters, campaign sign ups)

Supporters including donors, fundraisers, digital supporters, shop customers.

We will obtain personal information from you when you enquire about our activities and services, register for an event, send or receive emails, register for our news and updates, purchase from our online shop, make a donation, apply for one of our current vacancies, ask a question regarding our organisation or otherwise provide us with your personal information.

Below are examples of personal data held by us:

Newsletter mailing lists and marketing updates or fundraising or supporter data

Event administration or shop purchases

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## **Information we may gather from our website**

We will gather general information on how users interact with our website such as the number of pages visited. This information is collected to help measure how users interact with our website and content. This is done by using tracking software from our third party supplier Google Analytics. For further information on Google Analytics visit Google's information page. To opt out of Google Analytics visit:

<https://tools.google.com/dlpage/gaoptout>

## **Information collected as part of funded projects**

We sometimes collect personalised information about users that are involved in specific funded projects that we are managing. For example, Autism Bedfordshire acts as the Lead Body for the Luton VCS Short Breaks Consortium and collects data about users from members of the VCS Consortium.

## 5. How do we use your information?

### **Supporter Information**

We will collect information if you decide to donate to us, purchase from our shop, join as a digital supporter or set up a fundraising page.

The information collected will usually be one or more of the following:

- Name
- Contact details
- Bank or credit card details
- Email address

We require this information for the following reasons:

Provide you with the relevant information or service that has been requested

Administer your donation or sale, including processing gift aid

To thank you for your donation or support

### **Electronic communications**

We will collect information from you should you decide to sign up to receive further communication from us electronically including general updates, service updates including events, job vacancies or fundraising.

The legal basis for us to process your information is that you have provided consent. We use a third party provider, MailChimp, to deliver our e-newsletters. We store your contact information in our MailChimp account, we will use this MailChimp account to send you marketing updates and gather statistics around email opening and clicks to help us monitor and improve our e-newsletters.

For further information please see MailChimp's Privacy Policy.

The information collected will be the following:

- Name
- Address
- Interest
- Email address

Please be assured that we will only use your information for the purposes you have selected when opting in to receive electronic communication, you can change your mind at any time by clicking the unsubscribe link in the footer of any email you receive from us, or by contacting us at [enquiries@autismbeds.org](mailto:enquiries@autismbeds.org)

### **Social media**

If you send us a private or direct message via social media the message will be stored on our social media account for three months. It will not be shared with any other organisations.

### **Reports on projects**

We use data that we collect about service users to compile updates and reports on the project services. These reports are sometimes widely circulated. We make sure that the data presented in these reports is generally not personalised. However, we do compile case studies based on individual users and use some photos of users. We normally keep these case studies anonymous and would only use a user's name if implicit permission is given by the user or their family. We also make sure that permission has been given by users and their families for photos used in reports even if they do not include the user's name. For example, Autism Bedfordshire acts as the Lead Body for the VCS Short Breaks Consortium and produces an Annual Report on Consortium services that uses analysis of generalised data, anonymous case studies, and photos (where consent has been given).

## 6. Who do we share your information with?

We will never sell or rent your information to another party or organisation. If you have made a gift aid declaration we may be asked by HMRC to disclose the information you have provided as part of the declaration to reclaim gift aid.

We may share or disclose your personal information if we are required to do so by any law, court order or contractual obligation. For example, Autism Bedfordshire acts as the Lead Body for the Luton VCS Short Breaks Consortium and passes data on Consortium users to Luton Borough Council in quarterly returns. This is part of the Consortium's funding agreement with London Luton Airport Ltd

## 7. How do we use cookies on our website?

Cookies are small text files that are automatically placed onto your device by some websites that you visit. They are widely used to improve the performance of a website, for saving different options and to provide website owners with information on how the site is being

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used. We do not use our own cookies but there will be a number of third party cookies from our trusted suppliers used on our websites. Each company is responsible for the cookies that they place onto your device and have separate policy documents to highlight their use. Our list of trusted third parties who may deploy a cookie to your device, with a link to their cookie details is below:

Third Party	Policy Location
YouTube	<a href="https://www.google.com/policies/technologies/types/">https://www.google.com/policies/technologies/types/</a>
MailChimp	<a href="https://mailchimp.com/legal/privacy/">https://mailchimp.com/legal/privacy/</a>
Google	<a href="https://www.google.com/policies/technologies/types/">https://www.google.com/policies/technologies/types/</a>
Google Analytics	<a href="https://www.google.com/policies/technologies/types/">https://www.google.com/policies/technologies/types/</a>
Facebook	<a href="https://www.facebook.com/policies/cookies/">https://www.facebook.com/policies/cookies/</a>
Twitter	<a href="https://support.twitter.com/articles/20170514">https://support.twitter.com/articles/20170514</a>
Linked In	<a href="https://www.linkedin.com/legal/cookie-policy">https://www.linkedin.com/legal/cookie-policy</a>
Shopify	<a href="https://www.paypal.com/uk/webapps/mpp/ua/cookie-full">https://www.paypal.com/uk/webapps/mpp/ua/cookie-full</a>
Just Giving	<a href="https://www.justgiving.com/info/cookies">https://www.justgiving.com/info/cookies</a>
Paypal	<a href="https://www.paypal.com/uk/webapps/mpp/ua/cookie-full">https://www.paypal.com/uk/webapps/mpp/ua/cookie-full</a>

For further information on how to manage or filter cookies can be found in your browser's help file or through sites such as: [www.allaboutcookies.org](http://www.allaboutcookies.org).

## 8. Do I have the right to see my information?

Yes, under the new EU General Data Protection Regulation (GDPR) you have the right to confirmation that your data is being processed and the right to access your personal data. For further information visit: <https://ico.org.uk/for-the-public/>

You have the right to request:

- Access to the personal data we hold about you, free of charge in most cases.
- The correction of your personal data when incorrect, out of date or incomplete.
- That we stop using your personal data for direct marketing (either through specific channels, or all channels).
- That we stop any consent-based processing of your personal data after you withdraw that consent.

If you would like to make a request to see your personal information held by us please write to: Autism Bedfordshire, Suite B1, 1 Hammond Road, Elms Farm Industrial Estate, Bedford, Bedfordshire, MK41 0UD.

## 9. How long will you keep my information?

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Whenever we collect or process your personal data, we'll only keep it for as long as is necessary for the purpose for which it was collected.

At the end of that retention period, your data will either be deleted completely or anonymised, for example by aggregation with other data so that it can be used in a non-identifiable way for statistical analysis and planning.

## 10. Can I request that you delete my information?

Under the new EU General Data Protection Regulation (GDPR) that will be coming into effect across all member states from the 25th May 2018, you will have the right to request deletion of your personal information if the following applies:

- Where the personal data is no longer necessary in relation to the purpose for which it was originally collected/processed.
- If you withdraw consent.
- If you object to the processing and there is no overriding legitimate interest for continuing the processing.
- Your personal data was unlawfully processed (i.e. otherwise in breach of the GDPR).
- Your personal data has to be erased in order to comply with a legal obligation.

## 11. How we protect your personal data

We know how much data security matters to all our customers. With this in mind we will treat your data with the utmost care and take all appropriate steps to protect it.

We secure access to all transactional areas of our websites and apps using 'https' technology.

Access to your personal data is password-protected, and sensitive data (such as payment card information) is secured by SSL encryption.

We regularly monitor our system for possible vulnerabilities and attacks and we carry out penetration testing to identify ways to further strengthen security.

## 12. Contacting the Regulator

If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

You can contact them by calling 0303 123 1113.

Or go online to [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns) (opens in a new window - please note we can't be responsible for the content of external websites)

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## 13. Any questions?

We hope this Privacy policy has been helpful in setting out the way we handle your personal data and your rights to control it.

If you have any questions that haven't been covered, please contact our Data Protection Officer who will be pleased to help you:

Email us at [enquiries@autismbeds.org](mailto:enquiries@autismbeds.org)

Or write to us at:

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Updates to this Privacy Policy We may update the information held in our Privacy Policy at any time, so please check it from time to time. We will notify you about significant changes in the way we treat personal information by sending a notice to the primary email address you have provided to us if you have opted in to be contacted this way, or by placing a prominent notice on our website.