**Privacy Notice**

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If you have any questions about this Privacy Policy, you can get in contact by writing to:

* Andrew Cohen House, River Brook Drive, Stirchley, Birmingham B30 2SH
* [admin@bhamjcc.co.uk](mailto:admin@bhamjcc.co.uk)

**Policy Statement**

The policy outlined below adheres fully to the principles within Data Protection Legislation, and Freedom of Information Act 2000. All data held, stored, or handled by this organisation complies with current legislation and guidance.

This document outlines the policy of this organisation in relation to the handling of private and confidential information we need to hold about residents, staff, volunteers, and members of the public.

Definitions:

Confidential – means private, personal, intended to be kept secret.

Private – belonging to or for the use of one person or group of people.

It is important to make the above distinctions to fully understand our obligations in respect of confidentiality.

**How we collect your information**

There are several ways we may collect information about you. These include:

* when you provide it to us by getting in contact (phone/email/website)
* When you provide employment details on joining the team as a volunteer or a member of staff (both agency and permanent)
* when you visit us at Andrew Cohen House
* when you subscribe to our newsletter or a fundraising event
* if you submit your details when sending an enquiry through a third-party such as if you give a health professional consent to contact us on your behalf they may share contact details with us so we can fulfil your request for contact with us
* when you provide details at an event or exhibition
* when you post your details to us at Andrew Cohen House
* when you report a problem with our websites or any of its services
* if you contact us and ask us not to send you marketing material
* if you donate
* we may also collect information about you if you consent to the use of cookies when using our website.

**What information do we collect about you?**

This can include the following: name, address, phone number, email address, job title, company name, company address, personal address, appropriate employment data and history, bank details for payments to you, payment details (where relevant), IP address, geographical location of where you accessed our website, information about how you use/interact with our website, information from cookies (if you have consented to their use) and information about your computer or other electronic device (tablet and browser type).

**Security of your information**

We respect your data and have taken appropriate technical and organisational measures to ensure we have mitigated against such risks as loss or unauthorised access, destruction, use, modification, or disclosure of data.

**Do you collect special category data?**

We may be required to collect special category data as a matter of course in the employment of individuals, and support of our residents.

The information is retained only for as long as is necessary and is processed solely for this purpose.

**How we use your information**

Your information is used process your request, deliver our services and contact you, as well as to improve the website experience for our users.

If you are a resident, employee or volunteer your information is used solely for the purpose intended to ensure the appropriate care to all our residents and ensure all our team are fully supported.

For full details on our data policy for residents can be found in our Andrew Cohen House confidentiality policy.

For members of staff and volunteers we collect the data necessary to ensure you have the rights to work in the UK, you have the qualifications required to carry out the role you are employed to fulfil, data required by us to perform our role as an employer (i.e., address, bank details etc), you have the appropriate DBS check and data captured in the carrying out of your role. This data is used to allow you to be recompensed for your employment and to support employment reviews from time to time. It may also be used to contact you to organise/change working hours and shifts.

When you register to stay in contact with us, we may collect the following information: name, phone number, email address, address, and family members names (if applicable). If you don’t provide this information, we won’t be able to keep you up to date on events and help you build a relationship with us. In these instances, we process your personal data because it is necessary to deliver the support and networking services we offer.

Following your contact with us, we may subsequently send you communications about selected events and opportunities. In these circumstances, the processing of your personal data is performed based on legitimate interest. Within each communication we send, you have the option to opt out of further contact. You may also opt in to receive marketing communications in relation to specific areas of our products and services that are of interest to you. When you opt in to receive these communications from us, this processing is performed based on your consent. Again, you may remove your consent at any time.

If you have donated to us in the past we will keep you informed of further ways to support us, the processing of your personal data is performed based on legitimate interest.

**Who we share your data with?**

We will only share your data with third parties for the purposes of delivering our services to you (see Service Providers section below), where required by law or to enforce our legal rights.

**Third party communications**

Your details will be used only by BJCC. We will not disclose your details to third parties other than in the circumstances listed above.

**Service providers**

Only when necessary to deliver our services and run the charity, we share your information with various providers who will act as data processors. These may include:

* HMRC
* Any appropriate government or legal body
* New employers for the purpose of a reference
* Medical providers, where appropriate to your role (i.e.. COVID vaccine)
* Telephone and email providers
* Payment processing providers
* IT service providers
* Hosting providers
* Mailing houses and print/fulfilment companies

**Mailing, print and fulfilment companies.**

We will only disclose your information to print and fulfilment companies who are conducting business on our behalf and only for an agreed purpose, such as marketing mailings. Data is securely encrypted and, once the purpose for which it was transferred is complete, it is deleted.

**Payment information**

We do not store credit/debit card details, all payment is processed through a third party such as Eventbrite or PayPal and we have no access to any financial details. These companies do not retain, share, store or use personal information for any purposes other than to provide a payment service.

**Sharing your information for legal reasons**

We will share your information when required to do so to comply with a common law or statutory obligation. For example, this may include information surrounding criminal acts or threats to public security.

**Transfer of your information outside the European Economic Area (EEA)**

By using third parties to provide services such as Mailchimp, Eventbrite, PayPal it is possible that your data may be processed on servers that are hosted in countries outside of the EEA.

Outside of the circumstances described above, we will not transfer your personal data to any country outside the EEA.

**How long do we keep your data for?**

We will keep hold of your data for no longer than necessary. The length of time we retain it will depend on any legal obligations we have (such as tax recording purposes), the nature of any contracts we have in place with you, the existence of your consent or our legitimate interests as a charity.

### Purchases

When you purchase from us, for example events, merchandise and so on, we retain that information for a period of seven years following the end of the financial year during which you purchased from us. It is our legal obligation to keep these records for tax purposes.

### Enquiries

Unless you provide consent for future contact during your enquiry, we will keep your information for as long as is required to respond and complete your enquiry, and for a further 12 months, before deleting your information.

**Automated decision making**

We do not undertake any automated profiling or automated decision-making processes.

**Your Rights**

Subject to certain limitations, you have the right to:

* Request a copy of the information we hold about you and be told about its use.
* Request that we rectify or delete your information or restrict processing if you have concerns over its accuracy, deletion, or fair and lawful use.
* Object to the processing of your personal data, based on your situation, where this processing is based on the legitimate interests of BJCC, where it involves direct marketing, or where it is completed for research or statistical purposes.
* Withdraw consent to the use of your information. All our communications (excluding communications relating to an event you are booked to attend) contain an unsubscribe link. Otherwise, you can contact Questions@kidslikeus.info to unsubscribe at any time.
* Receive your personal data in a portable, commonly used, machine-readable format to transfer to another data controller. However, in some circumstances we may be unable to provide you with some or all your personal data, for example, if it compromises the confidentiality of a third party or was not retained.

**Concerns or complaints**

If you have concerns or questions over the collection, storage, or processing of your data, you are encouraged in the first instance to Admin@Bhamjcc.co.uk to discuss and resolve any issues.

You also have the right to lodge a complaint with a supervisory authority. In the UK, this is the Information Commissioner’s Office (ICO).

## **What are cookies?**

Cookies are tiny files that help track the use of the site and to personalise your journey. These cookies can be stored so that if you return to a website, that website server can call the information from the cookies stored on your computer to tailor your experience of the site.

BJCC are no different; we use cookies to help you browse our website more effectively. We do not store personally identifiable information in our cookie data. We also use some carefully selected 3rd party suppliers to enhance your online experience and they will place cookies on your computer for use on our website too.

Cookies are perfectly safe to be stored on your computer and almost all web browsers have cookie storing enabled as default. However, all browsers have the option of disabling cookies being stored on your computer if you wish to do this.

Please be aware that disabling cookies on your browser will reduce your ability to browse online with BJCC and another website. For example, cookies are used to process products in your baskets and orders. Disabling your cookies will mean you cannot purchase through many websites.

This would also be a common experience of reduced functionality across many websites.

To learn about how to change the cookie settings for your browser please see our 'How do I opt-out of cookies' section.

## **BJCC Exchange cookies**

On BJCC’s website we use social sharing buttons for services including, but not limited to, Twitter and Facebook. These allow you to share website pages with your friends via those networks. This process is handled directly with the social network providers and their databases and servers; BJCC accepts no responsibility for any use of your personally identifiable information and/or any further use of cookies by those social network providers.

## **Our cookies policy**

1. **ASP.NET session cookie:** this holds information about the state of certain ASP.NET controls.
2. **Citrix cookie:** this allows the BJCC website to interact with BJCC web server.
3. **Google Analytics cookie:** this shows web traffic analysis. These cookies have multiple expiration dates; please refer to this [**article**](http://code.google.com/apis/analytics/docs/concepts/gaConceptsCookies.html) (published by Google) for more information.
4. **Google AdWords and Google Remarketing:** We use the online advertising program Google AdWords and the Google Remarketing technology, both operated by the company Google Inc. ("Google"). For measuring conversion with Google AdWords, a conversion tracking cookie is placed when a user clicks on a BJCC advertisement delivered by Google (“Ads”). Conversion tracking cookies expire after 30 days and are not used for personal identification. Google uses a different cookie for each Google AdWords customer and there is no consolidation of the cookie data with other data. If you click on one of our Ads and proceed to a page equipped with a conversion tag and the cookie has not yet expired, the conversion is documented. With the help of the conversion tracking cookie, we see the total number of conversions and can review the performance of our Ads. You can find more information about Google AdWords [**here**](https://support.google.com/adwords/topic/3121763?hl=en&ref_topic=3119071).
5. **DoubleClick:** We use remarketing codes to log when users view specific pages, allowing us to provide targeted advertising in the future.
6. **Facebook pixel:** this is a 'web beacon', in this case a pixel used on the BJCC website, which functions in a similar way to a cookie. It is used to build up a 'Custom Audience' based on people who visit our website, so we can target more relevant and effective Facebook advertising campaigns. Please refer to [**Facebook**](https://en-gb.facebook.com/business/help/742478679120153) for more information.
7. **Hot Jar cookie:** this allows us to collect information about how users are navigating through and interacting with the content that's on our website. This information will help us improve users' web experience when navigating our website. [**Find out more**](http://docs.hotjar.com/docs/hotjar-cookies).
8. **Google analytics:** is a web analytics service used to improve usability and customer experience. It allows us to collect information about how users are navigating and interacting with the content on the website.

## **How do I opt-out of cookies?**

You can manage the cookies that you allow on your computer through the internet browser that you use. You can also ask to be alerted every time a cookie is offered.

### Find out which internet browser you use.

1. On a PC: click on 'Help' at the top of your browser window and select 'About’.
2. On an Apple Mac: click on the Apple menu and select 'About' (make sure the browser is open)

If you wish to make changes to how you manage your cookies find out how to do this for your browser by typing it into the search bar.