**Privacy Policy**

At Abbeyfield Dulwich, we are committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you’re happy with any changes. By using our website, you’re agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to: fleuribus@gmail.com.

**16 or Under**

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under‚ please get your parent/guardian's permission beforehand whenever you provide us with personal information.

**Review of this Policy**

We keep this Policy under regular review. This Policy was last updated in June 2018.

**Who are we?**

The Abbeyfield Dulwich Society is a registered charity (no. 231852) and company limited by guarantee (no. 00772489). The registered address 91 Stradella Road, London SE24 9HL.

**How do we collect information from you?**

We obtain information about you when you use our website, for example, when you contact us about our home and services, to make a donation or if you register to receive one of our newsletters.

**What type of information is collected from you?**

The personal information we collect might include your name, address, email address, IP address, and information regarding what pages are accessed and when.

Information such as your name, email and/or postal address is only collected when you contact us using any of the email links to staff members that may be provided on the site.

**How is your information used?**

We may use your information to:

* process a donation that you have made;
* process an enquiry that you have made;
* carry out our obligations arising from any contracts entered into by you and us;
* seek your views or comments on the services we provide;
* notify you of changes to our services;
* send you communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals, other fundraising activities, promotions of our associated companies goods and services;
* process a grant or job application;
* help us understand how our site is being used to inform site content and help reach our target audience; or
* inform our market research, such as checking the effectiveness of our communications.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). 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.

**Who has access to your information?**

We will not sell or rent your information to third parties and we will not share your information with third parties for marketing purposes.

**Third Party Service Providers working on our behalf:**

We may pass your information to our third party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to process donations and send you mailings). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

**Third Party Product Providers we work in association with:**

We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation, or if we’re under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our supporters and customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

**Your choices**

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent.

**How you can access and update your information**

The accuracy of your information is important to us. We are working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: fleuribus@gmail.com.

You also have the right to ask for a copy of the information we hold about you.

**Security precautions in place to protect the loss, misuse or alteration of your information**

When you give us personal information, we take steps to ensure that it is treated securely.

Our website is protected by SSL (secure sockets layer) which creates a secure connection between a user’s web browser and our server. This means Information such as names, phone numbers, addresses and payment details stays private and secure

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best efforts to ensure its security on our systems.

**Profiling**

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively. We may also use your personal information to detect and reduce fraud and credit risk.

**Use of 'cookies'**

Our website does not use cookies

**Links to other websites**

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website‚ so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you link to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

**Remarketing**

**Disclosure of information to third parties**

As previously mentioned we do not sell, trade or rent your information and will never disclose information about you to third parties, except to fulfil your specific requirements a service or request for information if third parties deliver the relevant service.

Other circumstances where we are operationally or contractually obliged to pass on your information may be where third parties administer part or all of the service and to maintain management information for business analysis.

We may, of course, be obliged by law to pass on your information to the Police or any other statutory authority.

**Transferring your information outside of Europe**

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union (“EU”). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you’re agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.