



## Privacy Policy

Your Privacy is important to us. We are committed to protecting and respecting your personal data in accordance with the Data Protection Act 1998 (DPA) and the EU General Data Protection Regulation (GDPR).

Our 'Privacy Policy' seeks to explain, in a concise and transparent manner, when and why we collect personal information from those who visit and use our website. It also explains how we use your personal data, the conditions under which we may disclose it to others and how we keep it secure.

Please be aware, that by using our website, you're agreeing to be bound by our 'Privacy Policy'.

### Who are we?

We are SPLIT (Charity Number: 1111945) and will be what's known as the 'Controller' of the personal data that you provide to us on this website. Our address is 24 Springfield Road, Kings Heath, Birmingham, B14 7DS.

### How and why we collect information from you?

We seek to acquire information about you when you use our website. This includes; when you contact us through our website, when you purchase products and services from our website.

Whenever we request personal information from you on our website we will always aim to reasonably explain why we are collecting the information and refer you to this policy for more comprehensive detail.

Please note, we do not collect or store personal data about you supplied or obtained from any 3rd party sources. Any data we store is only that which we have collected from you directly.

## What type of information is collected from you?

### Enquiry / contact forms

When you contact us we will request personal details such as your name, telephone number, email address and where applicable, the company for whom you work.

## How is your information used?

We may use your information to:

- Respond to your enquiries
- 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 service
- Send you communications which you have requested and that may be of interest to you

## How long do we keep your information?

If you purchase any products and services from us, or receive any grants or awards, then under UK tax law we are required to keep your basic personal data (name, address, contact details) for a minimum of 6 years after which time it can be erased on your request. The data may be shared with auditors and accountants for submission of annual tax returns to HMRC. We will hold your personal information on our systems indefinitely for marketing purposes or until you **notify us** that you no longer wish us to do so, unless your request contradicts our statutory obligations.

## Who has access to your information?

Your privacy is important to us. That's why we will not, under any circumstances, sell or rent your personal information to any third parties. In addition, we will not share your information with third parties for their specific marketing purposes.

## Restricting marketing communications

It's important that you are aware that you have a choice about whether or not you wish to receive marketing information or service notifications from us.

If you have previously given us consent to process your personal data and send you marketing information, you can withdraw this consent at any time by unsubscribing or **contacting us directly**. We will aim to cease the delivery of all marketing communications to you immediately on receipt on your objection or un-subscription.

## How you can access, update and delete your information?

### Accessing your data

You have the right to ask for a copy of the information we hold about you. You can request a copy of this data at any time by **contacting us directly**. We will, where possible, always supply your personal data in a convenient and transferable format within 30 days.

### Updating your data

Your personal data probably changes all of the time, and the accuracy of your information is important to us. Therefore, if your details do change, or the information we hold becomes inaccurate or out of date, please let us know by [contacting us directly](#) and we will rectify your data.

### Deleting your data

If you would like us to delete or erase your personal information from our systems, then where possible (if not required for statutory or contractual requirements) we will do so within 30 days and provide confirmation that your data has been removed from our systems. To request that your personal data is erased from our systems, please **contact us directly**.

## Security Precautions

Once we receive your information, we make our best effort to ensure its security on our systems. 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 online.

In the unlikely event of our systems and your data being breached, then we will notify you within at least 30 days including full details of what parts of your personal data have been compromised.

## Complaints Procedure

If at any point you wish to raise a complaint about how we have handled your personal data, then please **contact us directly**. If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law, you can complain to the Information Commissioner's Office (ICO).

Policy agreed by Trustees 2018

Reviewed and updated by Trustees February 2022

Next review is due 2025