
Cerebral Palsy Sport

No: CPS052

Confidentiality & Privacy Policy

Version 5

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Date: January 2018

Purpose:

Cerebral Palsy Sport believes that sound policies in the following areas will significantly support the governance of personal information that all service users, team members, trustees and volunteers provide to the organisation. This policy (together with our [terms and conditions of use](#)) governs the use of personal information that you provide to us.

At Cerebral Palsy Sport we are committed to protecting and respecting the privacy of all our service users and customers.

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.

Any questions regarding this Policy and our privacy practices should be sent by email to info@cpsport.org or by writing to: Cerebral Palsy Sport, 5 Heathcoat Building, Nottingham Science & Technology Park, University Boulevard, Nottingham, NG7 2QJ. Alternatively, you can telephone 0115 925 7027.

Who we are

Cerebral Palsy Sport is the country's leading national disability sports charity supporting people with cerebral palsy to reach their life potential through sport.

Cerebral Palsy Sport is a registered charity (Charity No. 1066800) and company limited by guarantee (Company No. 01481593). The registered address is 5 Heathcoat Building, Nottingham Science & Technology Park, University Boulevard, Nottingham, NG7 2QJ.

How do we collect information from you?

We obtain information about you when you use our website or contact us direct. For example, when you contact us about products and services, to make a donation, to take part in one of our sporting or fundraising events or if you register to receive one of our monthly 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.

If you make a donation online or purchase a product from us, your card information is not held by us, it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions, as explained below.

How is your information used?

We may use your information to:

- process a donation that you have made to us;
- process orders that you have submitted;
- to carry out our obligations arising from any contracts entered into by you and us;
- dealing with entries into a competition or event;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have actively signed up to or 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 job or volunteer application.

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 pass your information to third parties.

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, entries information or classification requirements). 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.

When you are using our secure online donation pages, your donation is processed by a third party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions. If you have any questions regarding secure transactions, please contact us.

Your Choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about the vital work we do for people with cerebral palsy, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

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

We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: info@cpsport.org or telephone on 0115 925 7027.

How you can access and update your information

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you.

If you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: info@cpsport.org or write to us at: Cerebral Palsy Sport, 5 Heathcoat Building, Nottingham Science & Technology Park, University Boulevard, Nottingham, NG7 2QJ Alternatively, you can telephone 0800 169 87 87.

You have the right to ask for a copy of the information Cerebral Palsy Sport hold about you. We may charge £10 for information requests to cover our costs in providing you with details 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's treated securely. When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer.

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.

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.

Website

By using our website (www.cpsport.org) you are deemed to have read, understood and accepted the terms of this policy. If you do not agree to be bound by these terms, please do not use our website.

Our website may contain links to the websites of third parties. If you follow a link to any of these websites, please note that these websites are subject to their own privacy policies and we do not accept any responsibility or liability for these policies or their use of your personal information. Please check these policies before you submit any personal data to these websites.

Please be aware that this policy may change from time to time and that such modifications are effective immediately, from the time they are included on our website.

Use of 'cookies' and domain information

Like many other websites, the Cerebral Palsy Sport website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better more personalised service. Cookies do not include personal details. We use Google Analytics and Session cookies. These cookies are used to help us maintain an efficient website and monitor user activity (this is via anonymous reports).

It is possible to switch off cookies by setting your browser preferences. For more information on how to switch off cookies on your computer, visit our full cookies policy. Turning cookies off may result in a loss of functionality when using our website.

We do not sell, give, or trade the statistics we store to any third parties.

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 linked 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.

16 or Under

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

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.

Security

We take your online and personal details security seriously and have implemented generally accepted standards of technology and operational security to protect your personal information from loss, misuse, alteration or destruction. Once we have received your information we will ensure that the collection and use of your information is in accordance with the Data Protection Act. All personnel of Cerebral Palsy Sport are required to keep personal information confidential and only authorised persons have access to such information.

Please note, however, that the transmission of information via the internet is not completely secure and we do not accept any responsibility for any harm or damage incurred as a result of sending personal information to us over the internet or if we send such information the same way at your request.

Disclosure to third parties

We will not disclose any of your personal information to any third party without your consent, unless we believe in good faith that the law requires it or that our rights or property need to be protected.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in November 2017.

Contact us

If you have any questions or concerns relating to this policy, these can be made by email to info@cpsport.org or by post to: Cerebral Palsy Sport, Unit 5, Heathcoat Building, Nottingham Science and Technology Park, University Boulevard, Nottingham, NG7 2QJ.

Related Documents:

CSP047 Data Protection Policy

Document Control:

Policy Details			
Policy	Cerebral Palsy Sport Finance Policy and Procedures – F,F&M SC		
Status	Pending Approval	Version number	V3.0 – 31.10.16
Approved by:	Approved by Trustee Basecamp Policy Approval Process	Date Approved:	08.11.16
Status	Reviewed	Version Number	V4
Reviewed by	CEO	Date	09.07.17
Status	Reviewed	Version Number	V5
Reviewed by	CEO & GDPR working group	Date	20.11.17
Status	Approved	Date	01.02.18