



## **Our Voice Privacy Notice**

At Our Voice Enfield we are committed to protecting your privacy. This statement describes how we will collect and use your personal information when you visit our website or engage with us in other ways, to ensure your data is kept safe and that we can communicate with you effectively.

You can let us know your preferences for how we handle your data when you first provide it to us and at any time after that if you change your mind by contacting us on **07516 662315** or by email [info@ourvoiceenfield.org.uk](mailto:info@ourvoiceenfield.org.uk)

If you have any queries about this privacy statement please contact our Our Voice Coordinator responsible for Data Protection, Niki Michael on 07879 818814 or by email [info@ourvoiceenfield.org.uk](mailto:info@ourvoiceenfield.org.uk)

### **1. How do we collect information?**

1.1 We obtain personal information from you when you inquire about our activities, register with us, attend an Our Voice event or otherwise provide us with personal information. This can be via our website, calls to us, correspondence via email or, attendance at an event or engagement with any of our staff or volunteers.

1.2 We may also receive information about you from third parties. For instance, if you take part in an event like the London Marathon or donate to us via JustGiving or Virgin Money Giving, they will pass on information to us. Also see section 3.2 below for more details.

### **2. What information do we collect?**

2.1 The personal information we collect might include your name, date of birth, email address, postal address, telephone number.

2.2 We may also collect other information, for example your child's diagnosis, school and ethnicity for monitoring purposes and to tailor the communications we send you. We will not process sensitive personal information about you or your child without your explicit consent.

2.3 If you contact us by telephone, email or via a social media website (e.g. Facebook) or respond to a contact we make to you, we may keep a record of that correspondence so that we are able to refer to it in future, and keep a record of the kind of issues people raise.

2.4 When we send communications to you, we will record details of these along with any actions you take as a result, such as requests you make to change the way that we communicate with you in the future.

2.5 We will log information onto our database systems to retain a history of what you have requested and to ensure that we comply with any requests or complaints that you have made.

### **3. How do we use this information?**

3.1 We will use your personal information:

- to provide you with the services, products or information you have requested;
- to create an account for you if you register with us online;
- for administration purposes;
- to ensure we are providing the best possible service;
- to respond to any correspondence you have entered into with us;

3.2 We will never allow any other organisation access to the data we hold about you for their own marketing purposes. We may need to share your information with our service providers ie our database consultant who manages our online server. Where we do so, we will take care to ensure that they keep your data secure.

3.3 When we first record your personal details, we will ask you how you want us to keep in touch. We will only ever contact you via the methods you have consented to.

3.4 You can contact us at any time to change your preferences

### **4. How long we hold information about you.**

4.1 We will only keep your information for so long as the law allows and for as long as is necessary for us to keep it for the purposes outlined in this statement. Where it is possible we will endeavour to anonymise information.

### **5. How do we protect personal information?**

5.1 All of our online forms are protected by encryption. We take appropriate measures to ensure that the personal information disclosed to us is kept secure, accurate and up to date and kept only for the purposes for which it is used.

### **6. Will we disclose the information we collect to outside parties?**

6.1 We will not sell any information about you or your browsing activity on our website to any external organisation.

6.2 As indicated above, we may pass your information to our service providers ie database consultant. Where we use service providers we will make sure there are appropriate

controls in place and they will not be allowed to use the data for their own marketing activity.

6.3 We may also need to disclose your information if required by law (for example to government bodies and law enforcement agencies) or if we have your permission to do so.

## **7. Your consent and choices**

7.1 By providing us with your personal information, you consent to the collection and use of this in accordance with this Privacy Statement. This includes any sensitive information about your child's diagnosis which we may need to gather to inform the communications we send to you.

7.2 You remain in control of your personal information. In particular, if you have any of the following requests please let us know

- i) If you do not want us to contact you at all, or for a particular purpose: e.g. if you do not wish to be contacted for fundraising or campaigning purposes
- ii) If you want to update the contact details and preferences we have, or to ask us not to contact you through a particular method, e.g. phone, email, SMS or post

You can let us know your preferences at any time by notifying us by calling 07516 662315 or email [info@ourvoiceenfield.org.uk](mailto:info@ourvoiceenfield.org.uk)

## **8. Changes**

8.1 If your personal details change, please help us to keep your information up to date by notifying us by calling 07516 662315 or email [info@ourvoiceenfield.org.uk](mailto:info@ourvoiceenfield.org.uk)

8.2 We may change the terms of this privacy statement from time to time. If we do so, we will post the changes on our website [www.ourvoiceenfield.org.uk](http://www.ourvoiceenfield.org.uk) . Where the changes are significant, we will also endeavour to notify you by email. By continuing to use our website or disclosing information to us via one of the methods identified above, you will be deemed to have accepted such changes.

You have the right to lodge a complaint with the Information Commissioner's Office.

This privacy statement was last updated on 26th April 2018