

WEB AND COOKIES PRIVACY POLICY



Introduction

Our Web and Cookies Privacy Policy sets out how we collect, use, store and remove your personal data. It is essential to us that you feel confident and comfortable about the way in which we use your personal data. Our reference to personal data throughout this policy relates to any information that we hold that identifies or could identify you.

This Heads Up Somerset's Web and Cookies's Privacy Policy is subject to review where needed and any updated versions are displayed on our website at www.headsupsomerset.org.

Who we are

Heads Up Somerset Ltd is a mental health and wellbeing charity based in Wells, Somerset which aims at improving the mental health and well-being of our community through empowerment, support, creativity and hope.

We are committed to ensuring that we collect, use, hold, process and share your personal data in a fair and transparent manner.

We are a "data controller" for the purposes of the Data Protection Act 1998 and the EU General Data Protection Regulation (GDPR) as of May 25th 2018. This means that we are responsible for determining the purpose and means of processing personal data and that we have an obligation to ensure any contracts that we have with "processors" comply with the GDPR. The "processor" is responsible for processing personal data on behalf of the controller.

You can request and obtain further information about our Privacy practices and our General Data Protection Regulation Policy by contacting our Data Protection Officer (DPO) in one of the following ways:

- Emailing: info@headsupsomerset.org.uk

The personal data we collect and why we use it

We will only use your information in a way and for a purpose you would reasonably expect in accordance with this notice and where we have a legal basis to do so. This privacy notice explains what information we collect or obtain about you, how we use it, store it, and how long we retain it for. It also explains with whom we may share it, and for what purpose.

When you donate, register online, take part in a sponsored event, contact us or interact with us in any other way, Heads Up Somerset may receive personal information about you, such as your name, address, telephone number, email address, debit/credit card or direct debit details.

How we use your information

We will use your information in a number of ways, such as processing a donation that you have made, sending you information about the charity, sending you communication you have subscribed to or responding to correspondence you have sent to us.

We will not contact you for marketing purposes unless you have given your express consent. You also have the right to advise us at any time if you no longer wish to receive any further communications from us that you might have consented to.

Disclosure of your information

We will keep your personal information confidential and will not disclose it to any third party without your consent, unless we are obliged to do so by law.

We sometimes use third parties to process your information on our behalf (for example, to process a donation). However, we require them to keep your information secure and not to use it for their own or others' business purposes.

Data Protection Complaints

If you have a data protection complaint about how we use your personal data, including how we have handled a subject access request or other data rights request, you can contact us using the details above.

We will acknowledge your complaint within 30 days and respond without undue delay, keeping you informed of progress and the outcome.

If you are not satisfied, you have the right to complain to the Information Commissioner's Office (ICO) at www.ico.org.uk

Cookies

Heads Up Somerset Ltd uses cookies (small text files) to monitor browsing preferences in order to make a user's experience more efficient and to provide us with the basic visitor statistics for analysis.

The site also makes use of session cookies. Those cookies are necessary for site functionality and contain no personally identifiable information. They are deleted when the browser is closed.

Please note, that you can delete any cookies that are already stored on your computer. Please refer to the instructions for your browser or file management software on how to do so.

For more information about cookies, including how to block or delete them, visit AboutCookies.org

Third party websites

From time to time, this website may also include links to other websites. These links are provided for your convenience to provide further information. This policy only applies to this site, so if you follow a link to a third party site, please make sure you read the privacy policy on that site.