

Helen Rollason Cancer Charity - Cookie Policy

What are cookies?

Cookies are small text files placed on your computer by websites you visit.

They are widely used to make websites work more efficiently for visitors and to provide information to the owners of the site. Some of the cookies we use are essential in order for parts of the website to operate.

How do we use cookies on the website?

We use cookies on the website for our own internal purposes, to track how users navigate through the website. This helps us to evaluate and improve the Helen Rollason Cancer Charity website and our online services.

We use information derived from cookies in order to:

- compile statistics on how our website is being used, which can help us to improve our website and online services.
- facilitate users' ability to navigate through the website.
- ascertain whether the website is operating effectively.
- personalise and improve the service we offer you by understanding your preferences and establishing which areas of the website are most relevant to you.

Managing cookies

In your web browser you can control which types of cookies you allow. You can turn cookies on or off using your browser's settings. You can also delete cookies and clear your browser's cache (history). Learn more about how to manage cookies;

<https://support.google.com/accounts/answer/61416?hl=en>

Useful information about cookies can be found at: <http://www.allaboutcookies.org>

If you have any questions about our cookies policy, please get in touch by calling 01245 380719 or emailing admin@helenrollason.org.uk

Helen Rollason Cancer Charity - Privacy Policy

At Helen Rollason Cancer Charity we take the protection of our supporters' personal information seriously and we are committed to ensuring that we are completely transparent about why we need the personal information we request when you support us and how we will use it.

Developing a better understanding of our supporters through their personal information allows us to make better decisions, communicate more effectively, raise funds and helps us to achieve our charitable objectives.

Privacy matters to us, so we have produced this document to explain what information we might collect about you, why we collect it and what we may use it for. We also want to provide you with more detail about how we handle your information.

What is personal data?

By personal data we mean any information that might allow you to be identified, such as your name, address, date of birth, credit card details, I.P. address, photo or video image or voice recording. For our clients, some of this data will be sensitive and relate to their health and wellbeing.

How do we collect personal data from you?

We may collect personal information about you when you take part in one of our fundraising events or challenges, make a donation, buy items in our shops, apply to work or volunteer with us or use our website. If you attend one of our support centres we will collect data from you and may also receive it from other healthcare providers. Our current lawful basis for collecting personal information is contained within Schedules 2 and 3 to the Data Protection Act (1998).

What type of information is collected about you?

The personal information we collect about you for the purposes of our fundraising, and retail activities might include your name, address, email, phone number, date of birth, I.P. address, photo or video image and financial information such as credit card details.

If you use our support centre services we will need to collect information such as your name, age, address, gender, and possibly sensitive personal information concerning your health and wellbeing, ethnic origin, sex life, and religious views. In order to provide complete care we may also collect some information about family members and carers.

Using our website

If you use our website, we will store data about your internet browser, I.P. address, the timings of your visits, and a record of which pages you looked at.

Links to other websites

Helen Rollason Cancer Charity website may include links to other sites, not owned or managed by us. We cannot be held responsible for the privacy of information collected by websites not managed by us.

Who do we share your information with?

Your details will not be passed on to third parties for their own use. We will never sell your details to any third parties.

How do we use your information?

We may use your information for any of the following depending on our relationship with you.

For our fundraising and retail services we may collect data in order to provide you with products and services, process a donation you have made, to send you magazines and other communications about our work or to allow you to take part in events.

We respect your rights of privacy and are happy to provide further information about any profile details that we may hold about you in accordance with your data subject access rights under current legislation.

In accordance with those rights, you may also at any time request that we update, correct or delete any profile information that we may hold about you and/or no longer use it for direct marketing or fundraising purposes.

We collect personal data about job applicants and employees for administrative purposes and in order to comply with employment and safeguarding legislation, such as referrals to the Disclosure and Barring Service.

We collect personal data from our volunteers for administrative purposes and to comply with safeguarding legislation, such as referrals to the Disclosure and Barring Service.

When we collect data from clients and their families and carers, we do so in order to provide care to them and protect their wellbeing. We also collect and store it for the purposes of audit, quality control, and incident reporting.

Your consent is important

For direct marketing communications we collect data only with your explicit consent, which you may withdraw at any time.

We care about the accuracy of the information we hold about you. If you believe any information about you is incorrect or out of date, please contact us.

If you believe that we breached your privacy in any way, we urge you in the first instance to contact us on 01245 380719 or email admin@helenrollason.org.uk If you remain unsatisfied, you have the right to lodge a complaint with the Information Commissioner's Office at the address below:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113 (local rate)

01625 545 745 (national rate)

<https://ico.org.uk/global/contact-us/email/>

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