**Sir Andrew Martin Trust for Young People (charity number 1042358)**

**Privacy Policy**

**Our Privacy Principles**

We will look after any personal information that you share with us.

This is central to our values as an organisation. We want everyone who supports us, or who comes to us for support, to feel confident about how any personal information they share will be looked after or used.

You can be confident that:

* We only use personal information in the ways we need to and that is expected of us.
* At appropriate times we will keep you up to date with our work as well as our fundraising activities.
* But, we only use your personal information to do this if you have previously told us that’s OK.
* We will make it easy for you to tell us how you want us to communicate with you, including how to opt out from future communications - and we promise your request will be respected straight away.
* We will never release your information to organisations outside Sir Andrew Martin Trust for their marketing purposes.
* We will be especially careful and sensitive when engaging with vulnerable people or those we have reason to believe might be vulnerable
* We take all reasonable care to safeguard your personal information through security policies and secure business processes.
* We will always provide easy ways for you to contact us. Our Data Protection Officer is happy to answer any queries you have, at any time.

**Sir Andrew Martin Trust Privacy Policy**

We know that your privacy is very important to you.
We promise that it is even more important to us.

**1. How we collect personal information about you**

We may collect personal information from you when you interact with Sir Andrew Martin Trust. There are many occasions when this could happen, for example: if you enquire about our activities, ask us to help with your needs, register with us, make a donation to us, if you chose to provide some optional feedback or otherwise provide us with personal information. This may be when you phone us, go on to our website, or contact us through the post, or in person.

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

The personal information we collect might include your contact details such as name, date of birth, email address, postal address, telephone number and credit/debit card details (if you are making a purchase or donation), as well as information you provide in any correspondence between us.

If you are applying to us for help we may also collect personal information about your other family members such as your parent/carer or siblings.

We also may gather general information about the use of our websites, such as which pages users visit most often and which services, events or facilities are of most interest. We may use this information to personalise the way our websites are presented when users visit them, to make improvements to our websites and to ensure we provide the best service for users. Wherever possible we use aggregated or anonymous information which does not identify individual visitors to our websites.

**3. Cookies**

'[Cookie](http://www.allaboutcookies.org/cookies/)' is a name for a small file, usually of letters and numbers, which is downloaded onto your device, like your computer, mobile phone or tablet when you visit a website.

They let websites recognise your device so that the sites can work, or work better, and also gather information about how you use the site. A cookie, by itself, can't be used to identify you.

*How do we use cookies?*

We use cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you come to our website and also allows us to improve our site.

*The cookies we use*

We use the categorisation set out by the International Chamber of Commerce in their [UK Cookie Guide](https://www.cookielaw.org/media/1096/icc_uk_cookiesguide_revnov.pdf).

We use all four categories of cookies:

* Strictly necessary cookies are essential for you to move around our website and to use its features, like our shopping basket and your account.
* Performance cookies collect anonymous information about how you use our site, like which pages are visited most. No information that identifies you is kept.
* Functionality cookies remember choices you make to improve your experience, like your text size or location. They may also be used to provide services you have asked for such as watching a video or commenting on a blog. They are anonymous.
* Targeting or advertising cookies collect information about your browsing habits in order to make advertising relevant to you and your interests.

*No cookies, please*

You can opt out of all our cookies (except the strictly necessary ones). [Find out how to control and delete cookies](http://www.aboutcookies.org/) in your browser.

But, if you choose to refuse all cookies you may not be able to use our website properly.

If you have any questions about how we use cookies, please [contact us.](http://charity-link.org/about-us/get-in-touch/)

**4. How do we use personal information?**

We may use your personal information to:

* Provide you with the advice and support you’ve asked us for;
* Provide or administer activities relating to all our services: updating you with important administrative messages, to help us identify you when you contact us, and help us to properly maintain our records;
* Improve your experience with us. We may use your information to enhance the service, to improve our information and communications, or to personalise the website to better suit your needs;
* Provide you with information about our plans. This may be letting you know about new or enhanced services that we hope will be useful and interesting to you, and may include fundraising updates; of course, we will only do this either with your consent, where we need to fulfil a contract or service with you, or where we believe you will expect to be updated and contacted by us. You can of course ask us at any time  to change how we contact you, simply contact Sir Andrew Martin Trust Administrator, Walkers Charnwood Bakery, 200 Madeline Road, Beaumont Leys, Leicester, LE4 1EX. Tel: 0116 234 0033.
* We may need to disclose your information if required to do so by law (for example, to comply with applicable laws, regulations and codes of practice or in response to a valid request from a competent authority); or, in order to enforce our conditions of sale and other agreements;

To do some of this, Sir Andrew Martin Trust may also share your information with our trusted partners and suppliers, but this is always carried out under our instruction, and is never for their marketing approaches. We expect that they store the data securely and delete it when it is no longer needed.

**A special note about the Sensitive Information we hold**

If you contact us at Sir Andrew Martin Trust by telephone, email or post, or in other more general communications with us such as blogs or general emails, you may choose to provide details of a sensitive nature.

We only use it for the purposes of dealing with your application or enquiry, or for the purposes of training, quality monitoring or evaluating the services we provide. We will not pass on your details to anyone else without your express permission except in exceptional circumstances such as the reporting of need to safeguard a child or vulnerable adult.

If you provide us with any Sensitive Personal Data by telephone, email or by other means, we will treat that information with extra care and always in accordance with this Privacy Policy.

Your personal information and details of the enquiries received are stored on a secure database or in paper files for no longer than is necessary for the purposes of its use. We carry out periodic deletion of data whose retention period has expired and/or when the need to continue holding such data is no longer necessary.

**5. Your choices**

We’d like to keep all our valued supporters up to date with our progress. So, to update you on what we’re doing and ask whether you’d be able to support us, where we are able to, we’d like to keep in touch with you (by post, phone, email, text and other electronic means) about our progress and how you can continue to help us in this important mission.

Please be reassured that respect lies at the heart of everything our committed staff and volunteers do: we respect any information that you share with us and you can change your mind and remove or add your consent at any time, by simply contacting us at Sir Andrew Martin Trust Administrator, Walkers Charnwood Bakery, 200 Madeline Road, Beaumont Leys, Leicester, LE4 1EX. Tel: 0116 234 0033.

In cases where we may need to transfer and process your personal information outside the EEA, we will comply fully with our legal obligations as a data controller and take all steps necessary to ensure that your personal information is treated securely and in accordance with legislation.

**6. Who sees your personal information?**

The personal information you provide will be used by our Administrator, President and Trustees at the Sir Andrew Martin Trust so that they can respond to your request for help; also, by a few selected organisations that work with us or on our behalf to deliver our services; and possibly to legal and regulatory authorities if required to by law.

We will never sell or share your personal information with organisations so that they can contact you for any marketing activities. Nor do we sell any information about your web browsing activity.

**7. Your Information Security**

We take the security of your personal information extremely seriously.

We've implemented appropriate physical, technical and organisational measures to protect the personal information we have under our control, both on and off-line, from improper access, use, alteration, destruction and loss.

And, we only keep it as long as is reasonable and necessary, which may be to fulfil statutory obligations (for example, the collection of Gift Aid).

Here are some of the ways we protect your personal information:

* Offline, your personal information is kept securely in our offices, or, where relevant, by our partner companies.
* Our website may contain links to other sites. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content or the privacy practices employed by other sites. Please be aware that advertisers or Web sites that have links on our site may collect personally identifiable information about you. This privacy statement does not cover the information practices of those websites or advertisers.
* Any banking details are passed securely to our payment processing partner.

**8. Your communication with our Administrator at Sir Andrew Martin Trust**

Your communications with our Administrator (including by telephone or email) may be monitored and/or recorded for training, quality control and compliance purposes to ensure that we continuously improve our customer service standards.

**9. How to update or access your personal information**

You may ask us at any time to update your details, correct or remove information you think is inaccurate by:

Sir Andrew Martin Trust Administrator, Walkers Charnwood Bakery, 200 Madeline Road, Beaumont Leys, Leicester, LE4 1EX. Tel: 0116 234 0033.

You also have a right to know what personal information Sir Andrew Martin Trust holds about you.

To request a copy of your personal information we hold, contact us by:

Sir Andrew Martin Trust Administrator, Walkers Charnwood Bakery, 200 Madeline Road, Beaumont Leys, Leicester, LE4 1EX. Tel: 0116 234 0033.

**10. Changes to our Privacy Policy**

Our Privacy Policy is reviewed regularly to ensure that it reflects how we use your information. Any changes will be notified to you by updating this policy so please check this Policy to see if any changes have been made that are important to you. Where appropriate, changes will be notified to you by email.

This Privacy Policy (version 1.0) was last updated on 11/04/2019.

**11. Who we are**

Here at Sir Andrew Martin Trust, we are committed to protecting your personal information and to reassure you that that you have control over the information we store about you and what types of information you would like to receive from us.

For further information about our privacy practices, please contact our Data Protection at:

Sir Andrew Martin Trust Administrator, Walkers Charnwood Bakery, 200 Madeline Road, Beaumont Leys, Leicester, LE4 1EX. Tel: 0116 234 0033.