



Privacy Policy

This document sets out our dedication to your privacy. Here at Zephyr's we are committed to your emotional safety and well-being and that of all who come into contact with our charity, including those we support, our volunteers, and staff.

It's important to us that we take care of you and your data; this includes careful protection of any personal data that you might share with us, and setting out our clear intentions for how we may use this.

Our privacy policy explains our use of data; from what you may provide to us directly, by phone, email or message, to what you share with us through our website and online, or through any other methods.

Information we may collect from you

- * Your name and date of birth
- * Your postal and email address
- * Your Telephone number
- * Details of your experience, including your loss
- * Details of any health related issues (when related to the activity you might be engaging in with us)
- * Any other information or detail that may be relevant to supporting you.
- * For those volunteering or working with us, we may also ask for contact details of referees, or previous life/work experiences.

How do we intend to use your personal data?

We may contact you for reasons relating to the service you have made a request for. We would use your contact details to manage this and may retain them for marketing purposes. Please refer to the marketing section below on how we may use your personal data for marketing purposes.

If you are interested in working for us we will only use your personal data to process your application, monitor recruitment and provide statistics. Personal data about unsuccessful candidates will be retained for six months after the recruitment process is completed, at which point it will be disposed of securely.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. Our website may contain links to other websites of interest, which are owned and operated by third parties. These third parties have their own privacy policies and we recommend that you consider those when using their websites. We cannot accept any liability or responsibility in terms of the privacy and security practices of these third party organisations and their websites.

The internet is not completely secure. We cannot guarantee the security of your personal

data transmitted through our website or by email. Any transmission is at your own risk. Some of the information you provide to us may be considered sensitive personal data as defined under the Data Protection Act 1998. This means information about your ethnic or racial origin, political opinions, religious beliefs, trade union membership, physical or mental health, sexual life or criminal record. You should therefore refrain from discussing sensitive or confidential information on email.

Information shared with other sources

Your personal data provided by you via our website will only be used by Zephyr's. However, we may need to pass your personal data to one of our counsellors to allow us to provide you with a counselling service (all of our counsellors are expected to adhere to the terms of this policy with regards to security standards).

In exceptional circumstances such as dealing with fraud, credit risk, dealing with abusive online behaviour, to enforce rights, to protect property, to protect human safety, if the law requires it; or if we sell or merge any part of our business, we may pass your personal data to another person or organisation to use for their own purposes. We will not otherwise disclose your personal data to anyone outside Zephyr's to use for their own purpose without telling you, for example, by updating this privacy statement.

Information received from other sources

We may receive information about you from referral partners and other charities. In this case they will have informed you when they collected that data that it may be shared with us and combined with data collected on this site.

Virgin Giving

Where you have made a donation via the Just Giving site and agreed with Just Giving that they can pass your information to us, with your permission which allows us to send you thank you emails and news about our fundraising activities we will store and use this information in accordance with this policy.

How long will Zephyr's retain my personal data?

We will retain your personal data for as long as is necessary for the required service to be provided to you. All retained personal data is subject to the controls of our data protection policy and will be securely disposed of when it is considered to be of no further use.

Marketing

We would like to contact you for marketing purposes and to promote new services. This may be by post, telephone or email. We will not use your details to contact you in this way unless you expressly indicate in writing (either via email or on a registration or evaluation form) that we may do so.

Cookies

We may obtain information about your general internet usage by using a cookie file which is stored on your browser or the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve the Website and to deliver a better and more personalised service. Some of the cookies we use are

essential for the site to operate. If you continue to use the Website, you agree to our use of cookies. Cookies are widely used in order to make the website work, or work more efficiently, as well as to provide information to the owners of the site. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. Please be aware that this may prevent you from taking full advantage of the website. We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Access to your personal information

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to Zephyr's at Unit 42, Sneinton Market, Freckingham Street, Nottingham NG1 1DQ, by email at contact@zephyrsnottingham.org.uk.

If you believe that any information we are holding on you is incorrect or incomplete, please write to us at the above address. We will promptly correct any information found to be incorrect.

Responsibility

Overall responsibility for this policy and its implementation lies with the board of trustees of Zephyr's.

Review

This policy is reviewed annually and updated as required. If you have any feedback regarding this policy please email, Carly Williams, Managing Director and Founder of Zephyr's at contact@zephyrsnottingham.org.uk