

## **North Lanarkshire Disability Forum Website Privacy Policy**

### **Terms and Conditions**

At North Lanarkshire Disability Forum, we're committed to protecting and respecting the privacy of our website users. For this reason, we have developed a policy which outlines our practices regarding the retention and passing on of information to other organisations in line with GDPR and the Data Protection Act 2018.

This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure. We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy. Any questions regarding this Policy and our privacy practices should be sent by email to [info@nldforum.org.uk](mailto:info@nldforum.org.uk) or by writing to North Lanarkshire Disability Forum, 42 Civic Square, Motherwell, ML1 1TP or telephone 01698 275 710.

### **Who are we?**

We are North Lanarkshire Disability Forum. We are a Scottish registered charity (no. SC 019728). The registered address is North Lanarkshire Disability Forum, 42 Civic Square, Motherwell, ML1 1TP.

### **How do we collect information from you?**

We obtain information about you when you use our website, for example, if you fill out our Get in Touch form, when you become a member of North Lanarkshire Disability Forum, apply for a job with us, or become a Trustee or volunteer.

### **What type of information is collected from you?**

The personal information we collect might include your name, address, email address, phone number, IP address, and information regarding what pages are accessed and when.

## **How is your information used?**

We may use your information to:

- carry out our obligations arising from any contracts entered into by you and us;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested. These may include information about campaigns, activities and events or to process a job application.

We review our retention periods for personal information on a regular basis. We will hold your personal information on our systems for as long as is necessary for the relevant activity, what has been set out as a legal basis for keeping your personal information in our privacy notices, or as long as is set out in any relevant contract you hold with us.

## **Who has access to your information?**

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

## **Third Party Service Providers working on our behalf**

We may pass your information to our third party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example send you mailings).

However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes.

## **Your choices**

You have a choice about whether you wish to receive information from us. If you do not want to receive direct marketing communications from us about the vital work we do for disabled people, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information. We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: [info@nldforum.org.uk](mailto:info@nldforum.org.uk) or telephone on 01698 275 710.

## **How you can access and update your information**

The accuracy of your information is important to us. If you change email address or any of the other information we hold is inaccurate or out of date, please email us at: [info@nldforum.org.uk](mailto:info@nldforum.org.uk) or write to us at: North Lanarkshire Disability Forum, 42 Civic Square, Motherwell, ML1 1TP. Alternatively, you can telephone 01698 275 710. You also have the right to ask for a copy of the information North Lanarkshire Disability Forum hold about you.

## **Security precautions in place to protect the loss, misuse or alteration of your information**

When you give us personal information, we take steps to ensure that it's treated securely. Non-sensitive details (your email address etc.) are transmitted normally over the Internet and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

## **Use of 'cookies'**

Like many other websites, the North Lanarkshire Disability Forum website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. This helps us to improve our website and deliver a better more personalised service.

It is possible to switch off cookies by setting your browser preferences. For more information on how to switch off cookies on your computer, visit our Cookies policy. Turning cookies off may result in a loss of functionality when using our website.

## **Links to other websites**

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

## **16 or Under**

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

## **Website recording**

Our web site may also use Google Analytics recording service. Google Analytics is a freemium web analytics service offered by Google that tracks and reports website traffic and may record mouse clicks, mouse movements, page scrolling and any text

keyed into website forms. The information collected does not include bank details or any sensitive personal data.

Data collected by Google Analytics from this website is for North Lanarkshire Disability Forum internal use only. The information collected is used to improve our website usability and is stored and used for aggregated and statistical reporting.

### **Review of this Policy**

We keep this Policy under regular review. This Policy was last updated in February 2021.