



AFFECT Privacy policy

This privacy policy sets out how AFFECT uses and protects any information that you give AFFECT as part of making enquiries for advice and signposting the services we and others provide, or as becoming an AFFECT member.

AFFECT is committed to ensuring that your privacy is protected and will only process it for legitimate interests that you would reasonably expect and which have minimal impact on your privacy.

This policy is effective from 01/05/2018 and AFFECT will ensure this policy is regularly monitored and updated.

What we collect

We may collect the following information by web form, email, phone or paper form:

- name
- contact information including address, phone number and email address
- other information relating to AFFECT service provision, eg: logistics, family situation
- feedback of the AFFECT service

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Generate relevant correspondence for us to provide the service, including confirmation emails and phone call support.
- Internal record keeping.
- Providing a AFFECT regular newsletter
- Using feedback to improve our AFFECT services.

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.

Data will be stored for the minimum amount of time possible allowing for audits, maximum of 5 years but this can be deleted on request at any time by individuals. After 5 years we keep non-personalised statistics regarding previous service provision for funding/monitoring purposes.

Data Sharing

AFFECT will only share your data within the charity to provide access to the services and support that you have specifically requested.

AFFECT will never sell, distribute or lease your personal information to third parties unless are required by law to do so.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage 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.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- Completing a Opting in to contact as a member, by completing the opt-in online form <https://affect.org.uk/members-opt-in/>
- Using the website opt-in privacy choice boxes regarding contact and newsletters
- if you have previously agreed to us using your personal information , eg: for the newsletter, you may change your mind at any time by writing to or emailing us at affect01@hotmail.com

You may request details of personal information which we hold about you under the Data Protection Act 1998. Please note this will only be the information you have provided on joining or using the AFFECT service.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at affect01@hotmail.com. We will promptly correct any information found to be incorrect.