

**Privacy Statement**

**We take your privacy seriously and are committed to protecting your personal information. We aim to be clear and open about our data and security practices.**

Where we ask you to provide us with any information by which you can be identified, you can be assured that it will only be used in accordance with this privacy statement, and in line with the General Data Protection Regulation (GDPR) 2018. We respect your privacy. Accordingly we do not sell, rent or loan any identifiable information regarding you without your consent. Any information that you give to us is held with the utmost care and security. It will not be used in ways to which you have not consented.

**What information do we collect about you?**

We collect information about you when you fill in a paper or an online form to:

* Register for a website account or update your account details
* Sign up for email updates
* Contact us
* Place orders for free or paid products or services
* Apply for membership
* Complete surveys or provide feedback.

This information may include:

* Name, role and organisation
* Contact details including email address
* Demographic information such as postcode and interests.

We collect material through any correspondence you have with us. When you contact us by email, letter or on the phone, we may also record this information on our customer relationship management system to help us process your request efficiently.

**How do we use your information?**

We collect information about you to manage your account, process your order or fulfil any contract we have with you.

We also use your information to help us develop products and services that you need, and where we have a lawful basis and permission to contact you, we may use it to help us send you relevant and timely information about the help and support that we offer.

**Where do we store your information?**

**Forms**

Your personal data is protected in the United Kingdom by the Data Protection Act. If we are holding any information about you, the information should be kept up to date, and not retained for longer than is necessary. It should be kept securely to prevent unauthorised access by other people. You have the right to see what is held about you and correct any inaccuracies. In addition to these legal rights, we are happy to remove any information about you from our systems that you are not happy for us to store.

**Cookies**

**What are cookies and how do we use them?**

The use of cookies is common practice on modern websites. A cookie is a small text file which is placed on your computer’s hard drive by a website. When you visit one of our websites, your browser checks to see if it has any cookies for it and sends the information contained in those cookies back to the site in order to tailor and improve your experience.

**Can I refuse cookies?**

Yes, you can use your browser settings to disable cookies. Different browsers offer different levels of control – for example you may be able to accept certain cookies and reject others, such as third party cookies.

If you refuse cookies please be aware our websites may not work smoothly for you and there will be certain parts that won’t function correctly. You can delete the cookies stored on your computer at any time.

**More information**

For further information about cookies, including how to manage your cookie settings, you can visit [www.aboutcookies.org](http://www.aboutcookies.org/)

**How long do we keep your information?**

We do not keep your information for longer than necessary. We keep financial information for seven years due to legal requirements, and we delete all other personal information from our customer relationship management system if we have had no contact with you for three years.

**Access to your information**

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, you can:

* email CREST ([alan.horne@crestwf.org.uk](mailto:alan.horne@crestwf.org.uk)) or write to us at Harmony Hall, 10, Truro Rd, E17 7BY. We will not charge you for this service unless the request is manifestly unfounded or excessive or repetitive.

**Keeping your information up to date**

We want to make sure that any personal information we hold about you is accurate and up to date. Please contact us at CREST WF ([alan.horne@crestwf.org.uk](mailto:alan.horne@crestwf.org.uk)) to correct or remove information you think is inaccurate.

**Sharing your information with other organisations**

CREST will not sell your information to any third party. We may share your information with third parties where we have a legal duty to do so or to provide you with a service you have asked for. For example, we use a third party supplier to provide transport to our day service. We have contracts in place with all third party suppliers to ensure they are obligated to treat our customers’ personal data in compliance with the General Data Protection Regulation 2018.

If CREST WF is acquired by a third party, personal data held by CREST WF will be one of the transferred assets.

**Other websites**

Our website contains links to other websites not run by CREST WF. This privacy policy only applies to CREST WF website so when you link to other websites you should read their own privacy policies.

**Changes to our privacy policy**

We keep our privacy policy under regular review and we will place any updates on our website. This privacy policy was last updated on 27 May 2021.

**Your rights**

Data protection regulations give you clear rights over how your data is used by us. You can find out more detail about your rights by visiting the Information Commissioner’s Office website’s section on [individual rights](https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights).

You also have the right to report concerns or complain about our handling of your data to the Information Commissioner’s Office. Details of how to do this can be found on its [website](https://ico.org.uk/concerns).

**Who we are and how to contact us**

CREST WF is registered in England as a charitable company limited by guarantee and is a registered company limited by guarantee. If you have any questions about our privacy policy or information we hold about you, you can:

* Email [alan.horne@crestwf.org.uk](mailto:alan.horne@crestwf.org.uk)
* Write to CREST WF, Harmony Hall, 10, Truro Road, E17 7BY.