

# Privacy Policy

[www.shannontrust.org.uk](http://www.shannontrust.org.uk)

July 2011

Shannon Trust is committed to protecting the privacy of all the personal information collected by us from supporters, volunteers and staff members using [shannontrust.org.uk](http://shannontrust.org.uk).

This policy explains how we collect, use and store the personal information provided to us and how individuals can access their personal information.

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**Approver(s):** David Ahern  
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## Shannon Trust Privacy Policy

Shannon Trust takes your privacy seriously. We're committed to protecting the privacy of all the personal information you give us. We will comply with the UK's Data Protection Act 1998 and any other applicable data protection legislation.

This policy explains how we collect, use and store the personal information you provide to us. 'Personal Information' is information which identifies you or another person or is capable of doing so.

This policy may change from time to time, the up-to-date version will always be available in the shannontrust.org.uk site. By continuing to use the shannontrust.org.uk site you are agreeing to any updated versions.

### What information do we collect?

When you contact us or when you register with Friends of Shannon Trust using shannontrust.org.uk we collect some information about you. When Shannon Trust volunteers, trustees and staff use the volunteers' area of shannontrust.org.uk we also collect some personal information. By using shannontrust.org.uk to contact us, register as a Friend of Shannon Trust or access the volunteers' area of the website, you'll be agreeing that your personal information can be used as set out in this policy.

- **Making a general enquiry or contact**

If you use shannontrust.org.uk to contact us, we will respond to you. To do this we will collect:

- Your name
- Your email address
- Your telephone number

This information will be used to respond to your enquiry. If we identify a need to share the information you have provided outside of Shannon Trust, for example with another charity, we will not share your information unless we have agreement from you.

If your contact leads to other personal information being collected by us outside of the website, for example information required for you to become a Shannon Trust volunteer, our Data Protection Policy will apply to the information we collect.

- **Registering as a Friend of Shannon Trust**

When you register as a Friend of Shannon Trust, we'll ask for your:

- Name
- Address
- Email address
- Telephone number

(Our preferred method of communication with Friends is, where possible via email. We recognise that some Friends will prefer paper based contact and so we ask you to state this preference. This preference is also collected).

We collect your personal data to allow us to provide you with information and newsletters relating to Friends of Shannon Trust, The Toe by Toe Reading Plan and key issues within the Criminal Justice System. We may also use it to contact you to ask you to support us in specific ways for example by writing to your MP or raising awareness with local groups.

- **Shannon Trust Volunteers, Trustees & Employees**

A Volunteers' Area is available within shannontrust.org.uk. Access to this area requires a user login and password. Logins and passwords are centrally controlled and are issued to current volunteers who have signed a Shannon Trust volunteer agreement, Shannon Trust employees and Trustees.

The Volunteers' Area contains a forum to start or contribute to blogs. These blogs can only be viewed and responded to by volunteers and Shannon Trust staff. When starting or contributing a blog, we will ask for your:

- Name
- Email address

We collect this information to allow us to moderate, post and manage blogs.

The volunteers' are also provided with access to Shannon Trust's Volunteers' Library. Books requests are made on-line. When you request a book, we will collect your:

- Name
- Email address

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We will use this information to provide books and manage our library stock. The on-line library includes a comment field which can be used to ask questions or provide feedback on a book. We will not share your feedback unless we have your agreement to do so.

- **Shannon Trust Facilitators**

A Facilitators' Area is available within shannontrust.org.uk. Access to this area requires a user login and password. Logins and passwords are centrally controlled and are issued to current facilitators.

The Volunteers Area contains a forum to start or contribute to blogs. These blogs can only be viewed and responded to by facilitators and Shannon Trust staff. When starting or contributing a blog, we will ask for your:

- Name
- Email address

We collect this information to allow us to moderate, post and manage blogs.

### Will we use your information for marketing?

No, we will only use your personal information to respond to your enquiries. Personal information collected from Friends of Shannon Trust will only be used to update Friends or suggest specific actions Friends may like to consider. Personal information collected within the volunteers' / facilitators' area is only used to manage the blogs or volunteers' library.

### Will we share your information with anyone else?

No, we won't share, rent or sell your details to any other organisation or individuals.

### What if you post information on our site?

It is not possible to post information to shannontrust.org.uk unless you are a Shannon Trust volunteer, trustee, employee or a Toe by Toe facilitator. Postings started or updated by volunteers' using the volunteers blog will show the contributors name. Postings are not shared or accessible outside of the volunteers' area.

### How will we make sure our site is secure?

We follow strict security procedures as to how your personal information is stored and used, and who sees it, to help stop any unauthorised person getting hold of it. We take security extremely seriously but as no system is 100% secure, we can't completely guarantee the protection of your personal information, any more than any other

organisation can. So we can't accept any liability for the loss, theft or misuse of the personal information which you've registered on this website if there is a security breach.

## Will we be transferring any personal information outside the EU?

We do not transfer personal information provided via our website to anyone, either within the UK, EU or outside of the EU.

## What about personal information relating to minors?

Protecting the online privacy of children is especially important. If you are under 18 years old, please do not attempt to register with Friends of Shannon Trust and do not provide us with your name, contact details or any other information about yourself.

## What are cookies?

We do not use cookies.

"Cookies" to store and collect information regarding your use of our site. Cookies are small pieces of information stored by the browser on your computer's hard drive. They send information stored on them back to our web server when you access our site. These cookies do not contain any personally identifying information, but they do enable us to put in place personal settings and load your personal preferences. This makes it a better experience for you. You can find out more about cookies at [www.allaboutcookies.org](http://www.allaboutcookies.org).

## Are you protected by this policy outside of [www.shannontrust.org.uk](http://www.shannontrust.org.uk)?

Our site contains links to other websites which we don't have any control over. We take no responsibility for any information you give other sites and as other sites have different privacy and security policies we advise you to read them.

## How you can access your information

You can request, at any time, access to the personal information we hold about you. You can write to us at the following address requesting access to your personal information:

The Data Controller  
Shannon Trust  
2<sup>nd</sup> Floor, Royal London House  
22-25 Finsbury Square  
London

EC24 1DX

You are entitled to know what personal information we hold; details of the purposes for the processing of your personal information; and details of any third party with whom your personal information has been shared. (We may charge a small admin fee for providing this information). You can also request that we correct any personal information which we hold about you where it is inaccurate. In addition, you may also request that we delete any registration details which you have provided to us - and we'll comply with this request.

So that we can prevent any unauthorised access to your personal information you may be asked to provide proof of identity before we show you personal information.

## Talk to us

If you have any queries, comments or complaints regarding this privacy policy you can contact us through the Contact Us section of this site or write to us at the address set out above. Alternatively, call us on 0207 374 8855. Please ask to speak to the Data Controller of Shannon Trust.

## Review Date

This policy will be reviewed every twelve months. The first review date will be June 2012

Related policies:

Data Protection Policy