

**LCiL Privacy Policy**

**Contents**

Section 1: **Policy Statement**

Section 2: **Information We Collect From You**

Section 3: **Cookies**

Section 4: **Uses Made of Your Information**

Section 5**: Disclosure of Your Information**

Section 6**: Where We Store Your Personal Data**

Section 7**: Your Rights**

Section 8: **Access Request**

Section 9**: Compliance with this Policy**

Section 10: **Changes to this Policy**

Section 11: **Contact**

1. **Policy Statement**

LCiL (**we, our or us**) are committed to protecting and respecting your privacy.

This policy (together with any documents referred to on [our site](https://www.leedscil.org.uk/)) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting our site you are accepting and consenting to the practices described in this policy.

For the purpose of the Data Protection Act 1998 (the **Act**), the data controller is Lothian Centre for Inclusive Living of Norton Park, 57 Albion Road, Edinburgh, EH7 5QY.

1. **Information We May Collect From You**

We may collect and process the following data about you:

* **Information you give us.** This is information about you that you voluntarily give us by filling in forms on our site or by corresponding with us by phone, e-mail or otherwise. It includes information you provide when you register to use our site, subscribe to our services or make a donation and when you report a problem with our site. The information you give us may include your name, address, e-mail address and phone number, health details, financial information and personal description. If you contact us, we may keep a record of that correspondence or call.
* **Information we collect about you.** With regard to each of your visits to our site we will automatically collect the following information:
* Your login information, browser type and version, time zone setting, browser plug-in types and versions and operating system and platform;

information on what you view, click on and access through our site. For websites, this information may also include where you came to our site from, and where you went when you left it. We also track how often you visit and use our site.

* **Information we receive from other sources.** This is information we receive about you if you use any of the other services we provide. In this case we will have informed you when we collected that data if we intend to use such data internally and combine it with data collected on this site. We will also have told you for what purpose we will use and combine your data. We are working closely with third parties (including, for example, advertising networks, analytics providers, and search information providers).
* We may also receive information from the local council, bank account providers and other third parties involved in supplying our services.
1. **Cookies**

Our site uses cookies to distinguish you from other users of our site. This helps us to provide you with a good experience when you browse our site and also allows us to improve our site. By continuing to browse our site, you are agreeing to our use of cookies.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

We use the following cookies:
**Strictly necessary cookies.** These are cookies that are required for the operation of our site. They include, for example, cookies that enable you to log into secure areas of our site.
**Analytical/performance cookies.** They allow us to recognise and count the number of visitors and to see how visitors move around our site when they are using it. This helps us to improve the way our site works, for example, by ensuring that users are finding what they are looking for easily.
**Functionality cookies.** These are used to recognise you when you return to our site. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).
**Targeting cookies.** These cookies record your visit to our site, the pages you have visited and the links you have followed. We will use this information to make our site and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

1. **Uses Made of your Information**

We use information held about you in the following ways:

* **Information you give to us.** We will use this information to:
	+ carry out our obligations arising from any contracts entered into between you and us and to provide you with the information and services that you request from us;
	+ provide you with information about other services we offer that are similar to those that you have already signed up to or enquired about;
	+ provide you, or permit selected third parties to provide you, with information about services we feel may interest you. If you are an existing customer, we will contact you by electronic means (e-mail or SMS) or by post or by telephone with information about services similar to those which you already receive. If you are a new customer, we will contact you by whichever means you have consented to. If you do not want us to use your data in this way, please tick the relevant box situated on the form on which we collect your data;
	+ notify you about changes to our service; and
	+ ensure that content from our site is presented in the most effective manner for you and for your computer.
* **Information we collect about you.** We will use this information to:
	+ administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
	+ improve our site to ensure that content is presented in the most effective manner for you and for your computer;
	+ allow you to participate in interactive features of our service, when you choose to do so;
	+ form part of our efforts to keep our site safe and secure;
	+ make suggestions and recommendations to you and other users of our site about services that may interest you or them.
* **Information we receive from other sources.** We will combine this information with information you give to us and information we collect about you. We will use this information and the combined information for the purposes set out above (depending on the types of information we receive).
1. **Disclosure of Your Information**

If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce other agreements; or to protect the rights, property, or safety of LCiL, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

You may ask us to stop sending you correspondence that we believe may be of interest to you by emailing admin@lothiancil.org.uk

Our website may, from time to time, contain links to and from other websites. If you follow a link to any of these other websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies.  Please check these policies before you submit any personal data to these websites.

1. **Where We Store Your Personal Data**

The data that we collect from you will be transferred to, and stored at, a destination within the European Economic Area ("EEA"). By submitting your personal data, you agree to this storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

1. Your Rights

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at admin@lothiancil.org.uk

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

1. **Access Request**

You have the right to request a copy of personal information that we hold about you. To do this, simply write to Lothian Centre for Inclusive Living, Norton Park, 57 Albion Road, Edinburgh, EH7 5QY or email your request to admin@lothiancil.org.uk   Should we be prevented from disclosing your personal information, reasons will be given for the refusal. We may also request that you provide further information and identification to enable your request to be processed.

If you believe that any information we hold about you is incorrect or incomplete, please write to the above address or admin@lothiancil.org.uk We will thereafter correct any information found to be incorrect. You can find detailed information about your rights under UK Data Protection legislation on the UK Information Commissioner’s website: [http://www.ico.gov.uk](http://www.ico.gov.uk/).

1. **Compliance with this Policy**

You have the right to access information held about you. Your right of access can be exercised at any time. Any access request should be addressed to CEO.

1. **Changes to this Policy**

Any changes we make to our privacy policy in the future will be posted on this page and. Please check back frequently to see any updates or changes to our privacy policy.

1. **Contact**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to admin@lothiancil.org.uk

This policy was reviewed:

Date 2/5/18