



**three Cs**

# Website Privacy Policy

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## Consent and the use of our website

By using our website, you are consenting to the collection and use of information we gather about you, your computer or mobile device and about your use of our website in accordance with this privacy policy.

Below we explain what information we collect, what it is used for, how we keep it secure, when we disclose it and how you can access it. We also tell you about cookies and what we will do if we make changes to our privacy policy.

## Why do we collect information?

We collect data and information which helps us to provide services and support in line with our vision, mission and charitable objects.

Our vision is all of us living life to the full and valued by our communities.

Our mission is to support people with learning disabilities, autism and/or mental health challenges to have control over and choice about their lives and to contribute to the community as equal citizens.

We are a charitable company and a not-for-profit organisation. It is our policy never to sell or rent information about people who contact us to any third parties.

## What information or data do we collect?

Three Cs may collect and process the following data about you and/or your computer or mobile device:

- information that you choose to provide by downloading, filling in and sending forms to us.
- Information we get from your use of JustGiving to make donations or other interactive features on the website.
- a record of any messages, contact or correspondence you have with us.
- the IP address and other technical details about your computer or mobile device (see How do we use cookies? below).

We may also collect statistical data about how many visits to the website you make, and how you access and search our pages. This is anonymous statistical data which does not identify you or other visitors as individuals.

Sometimes, we may ask you for more sensitive information e.g., about a disability or health condition, or for equal opportunities monitoring. We will only collect this information with your permission and will take extra care of it, following the Data Protection Act 1998 and our privacy policy.

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## How do we use the information?

We use information we hold in the following ways:

- to carry out our obligations arising from any contracts entered into between you and us.
- to give you information you have requested about products or services and updates about new products and services offered by Three Cs.
- to allow you to participate in interactive features of our service when you choose to do so.
- to notify you about changes to our services.

## What about disclosure or passing on information to third parties?

It is our policy not to pass identifiable data about you on to third parties unless you have given consent. The two exceptions to this are:

- where we are under a duty to disclose or share your personal data in order to comply with the law.
- in order to protect against harm the rights, property or safety of Three Cs, the people we support or the public, but only as required or permitted by law.
- in order to seek compliance with or enforcement of our terms and conditions of use.

## How can you get access to the information we hold about you?

You have the right to access information held about you. To cover our costs in providing you with that information we will usually charge a fee of £10. To make an access request, please telephone Three Cs on 020 8269 4340 or email [info@threecs.co.uk](mailto:info@threecs.co.uk). We promise to respond to your request within one month.

## How is data and information about you protected?

As required by the General Data Protection Regulations, all data and information that we collect from people who use our website is protected from unauthorised access. We follow security procedures and protocols relating to the safe storage, disclosure, and disposal of information that you have given to us.

Three Cs has links to other websites which do not belong to Three Cs and are not covered by Three Cs privacy statement or protected by our security procedures and protocols. You are therefore advised to consult the Privacy Statements of any/all other websites which you access via Three Cs links.

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**Can we guarantee 100% the security of your data?**

Unfortunately, due to the nature of the internet, we are unable to control all of the risks relating to cybersecurity. We are therefore unable to guarantee 100% that information stored by us will not be subject to unauthorised access by a third party. You therefore need to be aware that any information you transmit or share with us through the website or as a result of your visit to the website is at your own risk.

**How do we use cookies?**

When you use our website, cookies are automatically sent to your computer. These are small pieces of information which are stored on your hard drive. and used to improve your experience of our website. Cookies cannot be used to identify you as an individual.

**We use cookies to:**

- remember certain information about website users so you do not have to give the same information twice
- recognise if users are already logged in.
- measure how people use our website so we can improve the way we provide information.

**What we will do if we make changes to our privacy policy statement**

In the event that we decide to change our policy, we will post these changes on this page so that you can be aware of what information we collect, how we use it and when we disclose it.

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