

Website Privacy Notice

1. Introduction

Welcome to Support Cambridgeshire's website privacy policy.

Your privacy is important to us. This policy explains how we collect, use, and protect your personal data when you visit our website, submit an enquiry, or interact with us online. It also explains your rights under UK data protection law.

We are committed to handling your information fairly, transparently, and securely.

2. Who We Are (Controller)

Support Cambridgeshire is a charity registered in England, Charity No.1114926 and a company registered in England, Company No. 5795877. We are registered with the Information Commissioner's Office (ICO) as a data controller under registration number Z9707662.

If you have any questions about this privacy policy or how your data is handled, please get in touch using the contact form on the website.

You also have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK regulator for data protection: www.ico.org.uk.

However, we would always appreciate the opportunity to resolve your concerns first.

3. What This Policy Covers

This privacy policy covers personal data collected through your use of the Support Cambridgeshire website, including:

- Information you provide by submitting a contact form, membership application form, signing up for newsletters, or booking an event
- Information collected automatically through cookies and analytics
- Your rights and choices regarding your personal data

This policy does not cover any third-party websites you may visit through links on our site. We encourage you to read the privacy policies of those websites separately.

4. What Personal Data We Collect

We may collect, use, and store the following types of personal data:

- Identity Data – Your name (first and last)
- Contact Data – Your email address, address, telephone number
- Technical Data – Your IP address, browser type and version, device type, operating system, and time zone
- Usage Data – Information about how you use our website, such as pages visited and referral source
- Information about how you use the Website (pages visited, time spent, referring website, path through the site)
- Cookies and similar tracking technologies (see chapter 10. 'Cookies and Tracking Technologies' below)
- Other information you choose to provide

We do not collect any special category data, nor do we knowingly collect data from individuals under 18 years old.

5. How We Collect Your Data

We collect your personal data in the following ways:

- Direct interactions – when you submit a job vacancy for review through the form on our website or communicate with us by email

- Automated technologies – through cookies and analytics tools that gather technical and usage data as you browse the site

Third-party service providers:

- Our website hosting and maintenance providers (20i and Passion 4 Social CIC) support the operation, security and performance of our website.
- AIDE CRM, which we use to manage event registrations, job advertisements and applications, marketing communications and mailing lists, and other administrative communications. When you submit information through our website, your data may be securely stored and processed within AIDE CRM on our behalf.

You can choose not to provide your data (for example, by not registering for the event or declining cookies), but some features of the site may not function fully without it.

6. How We Use Your Data

We only use your personal data when it is necessary and lawful to do so.

We may use your information to:

- Respond to messages or enquiries submitted through the website
- Book and administer events
- Keep you informed about our campaigns, events, or opportunities where you have opted in or where another lawful basis applies.
- Deliver newsletters
- Manage your membership
- Improve our services
- Manage and improve the performance and usability of the website
- Maintain business records and comply with legal requirements

We will not use your personal data for purposes that are incompatible with those listed above, and we will never sell your data. If we ever need to

use your data for a new purpose, we will update this policy and let you know.

7. Legal Bases for Processing

We rely on the following lawful bases under the UK GDPR to process your personal data:

- **Consent:** for example, when you sign up for our newsletter, events, or other communications, or when non-essential cookies are used for website analytics. You can withdraw consent at any time.
- **Contract / Performance of Services:** where you have asked us to provide services (for example, registering for an event or making a donation).
- **Legal Obligation:** to comply with statutory or regulatory requirements.

8. How We Share Your Data

We may share your personal data with:

- Our partners (e.g., other charities, funders), if you have consented, for the performance of our charitable aims.
- Regulatory or legal authorities, if required by law or to protect our legal rights.
- Affiliate or group organisations, where relevant, are always in compliance with data protection principles.
- Google, which provides technical infrastructure such as email (if you contact us)
- Analytics tools (e.g., Google Analytics)
- Security tools (e.g., Google reCAPTCHA)

Service providers and data processors are third parties who help us operate our Website and provide our services.

These providers only process your data on our instructions and are required to keep it secure and confidential.

They are not permitted to use your data for their own purposes.

- 20i and Passion4Social - website hosting and technical support
- AIDE CRM, which we use to manage our mailing list, form submissions, membership applications, event registrations, job vacancy advertisements and applications, and feedback submissions.

We do not sell your personal data.

We may also disclose your data where required to comply with a legal obligation or to protect our rights, property, or safety.

9. Children and Young People

We do not knowingly collect personal data from children and young people under 18. If we become aware that we have collected such data without consent from a parent/guardian, we will delete it.

10. Cookies and Tracking Technologies

Our website uses cookies (which are text files placed on your computer) and similar technologies to:

- Ensure the website works properly
- Collect anonymised statistics through analytics
- Remember your preferences
- Improve your experience on the site

The types of cookies used may include:

- Essential cookies – essential for the website to function. These do not require your consent.

- Analytics cookies – help us understand how visitors use the site and identify areas for improvement. Consent will be requested before these are placed.
- Marketing cookies – may be used to measure performance of web traffic sources or embedded services (though we do not use these for advertising). They are only placed with your consent.

When you first visit the site, you will see a cookie banner that allows you to manage your preferences. You can choose to accept or reject non-essential cookies at any time.

You can adjust your cookie settings through the banner or your browser settings. Please note that blocking certain cookies may impact your website experience.

11. Data Security

We take appropriate technical and organisational measures to protect your personal data from unauthorised access, loss, misuse, or disclosure, including:

- Secure servers and encrypted data transfers (HTTPS)
- Password protection and limiting access to personal data
- Multiple security layers applied to our website
- Server and website firewalls
- Staff training

Access to your data is restricted to those who need it.

We also have procedures in place to respond to any suspected data breaches and will notify you and the relevant authorities where legally required to do so.

12. International Transfers

Some of the personal data we collect, including information collected via Google Analytics, may be transferred outside the UK.

Where transfers occur, we seek to ensure that appropriate safeguards are in place, such as data processing agreements or standard contractual clauses.

Please note that, in the case of services like Google Analytics, we cannot fully control where the data is stored or processed.

13. Data Retention

We retain your personal data only for as long as necessary to fulfil the purposes we collected it for, including to:

- Respond to your enquiry
- Manage your membership
- Administer and monitor training events
- Maintain business and financial records
- Comply with legal, tax, or regulatory obligations

We use the following retention periods as a guide:

- Contact information for newsletter recipients may be retained until you unsubscribe.
- Website forms – in line with membership plus 2 years
- Website analytics data, such as information collected via Google Analytics, is retained for 14 months, aggregated where possible, and used to improve the Website.
- Email correspondence - Reviewed periodically and deleted if no longer needed

After retention periods end, data is securely deleted or anonymised.

14. Your Rights

Under UK data protection law, you have rights in relation to your personal data. These include:

- Access – Request a copy of the personal data we hold about you
- Rectification – Request correction of inaccurate or incomplete data
- Erasure (Right to be forgotten) – Ask us to delete your data where there is no lawful reason to keep it
- Objection – You can object to processing based on our legitimate interests or for direct marketing. For other bases, objection rights are limited.
- Restriction – Ask us to suspend data processing if you believe data is inaccurate or used unlawfully
- Data portability – Request transfer of your data to you or another provider (where applicable)
- Withdrawal - withdraw consent (where the lawful basis is consent)
- Lodge a complaint - lodge a complaint with a supervisory authority (in the UK, the Information Commissioner's Office – ICO) if you believe we are processing your data unlawfully

You will not be charged to access your data. We may request confirmation of your identity before processing your request to ensure your data is protected. We aim to respond to all legitimate requests within one month.

You can exercise your rights by contacting us at info@supportcambridgeshire.org.uk.

15. Third-Party Links

Our website may include links to other websites, services, or embedded content, such as **YouTube videos** and **Google Maps**.

16. Changes to This Policy

We may update this privacy policy from time to time to reflect changes in the law, technology, or our practices. The “Last updated” date at the top of

this page shows the latest version. We recommend checking this page occasionally to stay informed about how we protect your data.

17. Contact Details

Site Owner/Data Controller

If you have questions about this policy or how we use your data, please contact us at:

info@supportcambridgeshire.org.uk , or write to Support Cambridgeshire, The Maple Centre, 6 Oak Drive, Huntingdon PE29 7HN, or telephone 01480 420601.

Supervisory Authority

If you're unhappy with our response or believe we are missing something, you also have the right to contact the UK Information Commissioner's Office (ICO) at www.ico.org.uk