

Autism at Kingwood has created this data protection notice in accordance with the [Data Protection Act 1998](#) and the General Data Protection Regulation (GDPR) which will apply from May 2018. If you have any questions about our data protection notice, please contact us by email at info@kingwood.org.uk, or by telephone on 0118 931 0143

We will treat any personal information stored by us as confidential. We will not sell your data to, or swap your data with, any third parties, but we may sometimes share your information with our trusted service providers who are authorised to act on our behalf, and associated organisations who work on our behalf, or whom we work with in partnership to deliver and improve services.

What information do we collect?

Personal information is any information that can be used to identify you. For example, it can include, but not be limited to, information such as your name, date of birth, email address, postal address, telephone number, fax number and credit/debit card details, or your personal circumstances.

How do we collect your data

We collect personal information about you if you request information from us (for example our newsletter), if you make a donation to us, if you fundraise on our behalf, are a family member of a person we support, or otherwise give us, or someone fundraising on our behalf, your personal information.

Why do we hold information on you

- 1) We need to store and use your information if you are a parent/ carer/ next of kin and wish to know more about our services and fundraising activities
- 2) If you have indicated you would like to receive our newsletter we will hold information on you to ensure you receive it in the correct format, for example print by post or email pdf
- 3) We use your personal information to give you the information, support, and services you ask for
- 4) We use your information for internal administrative purposes (such as our accounting and records), and to let you know about changes to our services or policies.
- 5) We may use your information to send you communications about our work and how you can help us, for example, information about our campaigns, volunteering and fundraising activities. We will only contact you via the method(s) indicated by you on our data capture form. You can let us know if you would prefer not to receive these communications, or change your method of communication, at any time by emailing info@kingwood.org.uk, writing to Autism at Kingwood 2 Chalfont Court, Chalfont Close, Lower Earley, Reading, Berkshire, RG6 5SY or calling 0118 931 0143.

- 6) We use your personal information to look into, and respond to, complaints, legal claims or other issues.
- 7) We use your personal information to process your donations and to claim Gift Aid on your donations.
- 8) We may also use your personal information for other purposes which we will specifically notify you about and, where appropriate, obtain your consent.

Who do we share your information with?

We will treat any personal information stored by us as confidential. We will not sell your data to or swap your data with any third parties, but we may sometimes share your information with our trusted service providers who are authorised to act on our behalf, and associated organisations who work on our behalf, or whom we work with in partnership to deliver and improve services.

We may share your information with our financial and legal advisers for the purposes of obtaining advice and protecting our legal rights. We may exchange your personal information with other organisations for the purposes of fraud and credit risk reduction.

In some circumstances government bodies such as CQC will request parental/relative contact details in order to undertake inspections. In these circumstances we will share your information with the government body unless you have given us previous and explicit instruction not to.

Please request a copy of our Safe Guarding policy for information about data sharing where there is a Safe Guarding issue.

Cookies

Our website uses cookies to improve your browsing experience. By continuing to browse our site you are agreeing to our use of cookies to enhance your experience of using our website.

We may use Google Analytics cookies to track use of the content we provide, including:

- Standard web analytics information
- Aggregated data about email click-through rates and video viewing

This information is used to provide a better user experience of our site and help us manage our content.

Links

The Autism at Kingwood website may include links to other sites, not owned or managed by us. We cannot be held responsible for the privacy of information collected by websites not managed by us.

If you're 16 or under

We will only collect information for the purposes of communicating our fundraising activities, services, ways you can help, including volunteer and donate to us and how you can get involved in our activities if you are over 16 years of age. If you are under 16 years of age, you must ask your legal guardian to act on your behalf if you wish to receive further information about Autism at Kingwood.

Confidentiality

Autism at Kingwood is responsible for collecting your personal data and storing it securely. Autism at Kingwood treats your personal information as confidential. We use an online data management system called Donorfy to store and manage your data.

For information on how Donorfy stores and manages you information, please visit

<https://donorfy.com/privacy-policy>

Your rights and your information

- 1) You have a right to access the information we hold about you free of charge. You can request a copy of this information by emailing info@kingwood.org.uk or writing to Autism at Kingwood, 2 Chalfont Court, Chalfont Close, Lower Earley, Reading RG6 5SY. We will respond to you within 30 days of receiving your request. Unfounded or excessive requests for information may be refused or carry an administrative charge.
- 2) If you wish to update or change you details, please email info@kingwood.org.uk or write to Autism at Kingwood, 2Chalfont Court, Chalfont Close, Lower Earley, Reading RG6 5SY
- 3) If you wish to change the method(s) that Autism at Kingwood can communicate with you, please email info@kingwood.org.uk or write to Autism at Kingwood, 2Chalfont Court, Chalfont Close, Lower Earley, Reading RG6 5SY, or call on 0118 931 1937. Please be aware that we will only be able to communicate with you by the methods you select.
- 4) You have a right to be removed from our communications, marketing and fundraising database at any time. Please email info@kingwood.org.uk or write to Autism at Kingwood, 2Chalfont Court, Chalfont Close, Lower Earley, Reading RG6 5SY, or call on 0118 931 1937 to be removed from our database.
- 5) Once you have asked to be removed from our communications database, all information stored about you, except for that which is needed to ensure we do not

contact you again, will be deleted from our database within 30 days of receiving the request.

- 6) It is the responsibility of Autism at Kingwood to keep your information confidential. If we detect a breach of your information that could compromise you, you will be notified.

Changes to our data protection notice

This data protection notice may change and therefore you should review it regularly. We will notify you of any changes where we are required to do so.