

Privacy Policy

The Brothers Trust team are committed to protecting and respecting your privacy. This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

Any questions regarding this Policy and our privacy practices should be sent by email to privacy@thebrotherstrust.org.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, phone number, transactions, amounts paid or owed to the trust and your IP address. We may also collect photographs and videos taken at events or submitted to the Trust via any means, as well as details of any correspondence or electronic communications (including e-mails) you send to and receive from us.

If you make a donation or payment online your card information is not held by us, it is collected by our third-party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions.

What we use your personal information for

Purpose	Personal information used	Lawful basis
Data analytics and statistical analysis to help us improve our online services	How you use our website	We have a legitimate interest to improve the online services we provide and user experience
Determine services and/or products that may be of interest to you	All personal information we collect	We have a legitimate interest to improve the services and/or products we provide and to determine which products and/or services you may be interested in
To enter into and perform contracts, where we may be supplying products/services to you and/or you may be supplying products/services to us or we may be involved in similar arrangements with third parties	All the personal information we collect, specifically: name, address, geographical location, email and telephone number.	To enter into and perform contracts with either yourself or the organisation that you represent. The information is required to ship products to you and contact you if something goes wrong.

Deal with your queries or complaints, claims, legal disputes or raise queries, claims, legal disputes or complaints with you	All the personal information we collect	We have a legitimate interest to improve the services and/or products we provide
Promotional purposes	Pictures and videos either submitted to the Brothers Trust or taken at Brothers Trust events	We have a legitimate interest to promote the work of the Trust through a variety of medias, including photos and videos.

Retention

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

Companies in our supply chain have access so that they can contact you about any issues in the supply chain or deliver our products to you.

Police, law enforcement agencies and security services will have access on request to assist with the investigation and prevention of crime.

We will never sell or rent your information to third parties.

We will never share your information with third parties for marketing or any other purposes.

Please bear in mind that our website provider, Squarespace, collects your data from the website before passing it to us.

How you can access and update your information

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us, at: privacy@thebrotherstrust.org or write to us at: Acre House, 11-15 William Road, Kings Cross NW1 3ER

You have the right to ask for a copy of the information The Brothers Trust hold about you and also the right to request the erasure of your personal information in certain limited circumstances;

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

Use of 'cookies'

Like many other websites, The Brothers Trust website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better more personalised service. It is possible to switch off cookies by setting your browser preferences. For more information on how to switch off cookies on your computer, visit our full cookies policy. Turning cookies off may result in a loss of functionality when using our website.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Transferring your information outside of Europe

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer,

storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in September 2019.