



THE FEATHERS ASSOCIATION

# Privacy Policy

2023

## **About The Feathers Association**

The Feathers Association (FA) is a multi-purpose charity that has been serving the communities of Westminster since 1934. It is dedicated to fighting poverty and isolation.

We strive to provide an opportunity for people regardless of identity to realise their own potential and to understand the contribution they can make to their community as valued citizens.

Visit: [www.feathers.charity](http://www.feathers.charity)

Our commitment to protecting your privacy is paramount at The Feathers Association. The following statement describes how the Association collects and uses information about people.

If you have any queries about this statement please contact us at 12 Rossmore Road, London NW1 6NX or email us at [office@feathers.charity](mailto:office@feathers.charity)

## **Collecting Information**

The Feathers Association is registered as a Data Controller under the number Z7082959.

We will collect personal information from you when you enquire about our activities, register with the youth club, book a room, make a donation to us, ask to be included on our mailing lists or otherwise provide us with personal information. We may also receive information about you from other organisations or people, if someone refers you to an activity or to our website.

We will also gather general information regarding the use of our websites and our community centre, such as which pages are visited most frequently, and how often anyone attends the sessions we run and book rooms with us. Only anonymous information and statistics will be used which do not identify individual visitors. This information helps us improve the services and information we offer. We may use service providers to help us collect and analyse this information.

## **Personal Information**

The types of personal information collected might include contact details such as name, email address, postal address and telephone numbers. It may also include data such as date of birth, gender, ethnicity and the number and age of children you have, we can also collect your opinions about an activity, service or an issue.

Certain types of information are regarded as sensitive such as health or sexual orientation and this will only be collected when needed – for example if a person participates in an activity where it is beneficial to be aware of any health issues or to monitor the effectiveness of programmes.

## **Media consent**

Photographs, video and audio content may be used by The Feathers Association, or by its partners or funders, in order to publicise its activities, promote programmes and in publications, social media or on the websites.

Where the individual is under 18 years of age, or a vulnerable adult, prior consent will be obtained from the parent or guardian before publication. Consent can be withdrawn at any time but it may be impossible to withdraw publications that are already within the public domain.

## **How do we use this information?**

We will use your personal information to provide you with the services, products or information you have requested, for administration purposes and to further our charitable aims, including for fundraising activities. We may need to share your information with our funders, service providers, associated organisations and agents for these purposes but we will not use our mailing lists for anything other than informing people of the charity's fundraising events and the work of the charity itself. You can opt out of receiving any marketing materials at any time by contacting us.

## **Privacy and Security**

### **Cookies**

'Cookies' are small pieces of information sent by a web server to a web browser which enable the server to collect information from the browser. Essentially it takes the form of a small text file deposited on your device – computer, tablet or smart phone.

The Feathers Association uses cookies to ensure that you can interact with our websites successfully, to identify you when you visit our websites and to keep track of your browsing patterns. The use of cookies does not give us access to the rest of your device or to personal information about you. You will have the opportunity to reject cookies when you visit our website.

### **Personal Detail Protection**

Information that you submit in a registration or enquiry form is encrypted and stored on a secure server. We also use encryption and a secure server if you make a donation via our websites. However, the transmission of information over the Internet is never 100% secure so while we try to protect your personal information, we cannot guarantee the security of any information you submit to us via our websites.

We also take appropriate measures to ensure that the information we receive is kept secure, accurate and up to date and kept only for so long as is necessary for the purposes for which it is used. All access to our secure server is restricted to authorised staff.

## **Legal Compliance**

The Feathers Association may need to disclose your information if required to do so by law or in response to a court order or, in exceptional circumstances, where we think someone is at serious risk of being harmed, we may contact the police or a local authority safeguarding team.

## **Consent**

By providing us with your personal information you consent to the collection and use of that information for the purposes and in the manner described in this Privacy Policy.

## **Links**

Our websites may include links to websites run by other organisations. The Feathers Association is not responsible for the privacy practices of other organisations' websites so you should read their privacy policies carefully.

## **Data Protection (Rights of Access)**

You have the right to ask for a copy of the information we hold about you which we will provide free of charge, and to have any inaccuracies in your information corrected.

If you wish to exercise these rights, please contact us at 22-24 Buckingham Palace Road, SW1W 0QP or email us at: [office@feathers.charity](mailto:office@feathers.charity)

The Feathers Association reserves the right to amend this privacy statement. The most up-to-date version will always be available on our websites so please check from time to time, continuing to use our websites you will be deemed to have accepted any changes.



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