

The Orphan Trust respects your privacy and is committed to protecting your personal data. This privacy statement will inform you as to how we look after your personal data when you visit our website (regardless of where you visit it from) and tell you about your privacy rights and how the law protects you.

1. Purpose of This Privacy Notice

1.1 This privacy statement aims to give you information on how we collect and processes your personal data through your use of this website, including any data you may provide through this website when you use our contact form and via cookies

1.2 This website is not intended for children and we do not knowingly collect data relating to children.

2. Who We Are and How To Contact Us

2.1 The Orphan Trust, a charitable organisation, registration number 1150742, with our office at 95 Barton Road CB3 9LL.

2.2 The Orphan Trust is a "data controller" in respect of the information we hold about you. This means that we are responsible for deciding how we use your personal information.

2.3 If you have any concerns or questions about our use of your personal data, or any requests to exercise your legal rights, you can contact us by writing to mina@orphantrust.co.uk

3. Changes to This Privacy Statement

3.1 We may update this privacy statement at any time. We display a date at the top of this privacy statement so that you will know when there has been a change. You should check this webpage on a regular basis for our most current privacy practices.

4. Third Party Links

4.1 This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy statement/notice of every website you visit.

5. The Personal Information We Collect

5.1 We collect Information you provide to us. For example, via donation platforms, or via postal donations, emails, text messages, correspondence, phone conversations and social media platforms.

5.2 'We collect personal data', or 'personal information', means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

5.3 We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

5.2.1 Name;

5.2.2 Contact details (such as your address and email address);

5.2.3 Technical data (such as your internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website); and

5.2.4 Usage data (such as information about how you use our website).

5.3 We do not knowingly collect any special categories of personal data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data). Nor do we knowingly collect any information about criminal convictions and offences.

5.5 Where you have submitted an online request and you fail to provide the data requested, then we may not be able to respond to your request.

6. How Your Information is Collected

6.1 We use different methods to collect data from and about you including through;

6.1.1 Direct interactions. You may give us your identity and contact data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:

- (a) apply for information about the The Orphan Trust;
- (b) use our contact form;
- (c) make a donation via our online donation platform 'Kindlink'

6.1.2 Automated technologies or interactions. As you interact with our website, we may automatically collect technical data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies. We may also receive technical data about you if you visit other websites employing our cookies. Please see the 'Cookies' section below for further details.

6.1.3 Third parties or publicly available sources. We may receive personal data about you from various third parties and public sources as set out below:

- (a) Technical data from the following: -

- (i) Analytics providers, such as Google based outside the EU; they may provide us with general information concerning analytics for the purposes of understanding our site users.
- (ii) Identity and contact details from publicly available sources such as Companies House and the Electoral Register based inside the EU.

7. Cookies

7.1 When using this website, we will automatically collect data about you via cookies. Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site.

7.2 By continuing to browse the site, you are agreeing to our use of cookies.
The cookies we use

7.3 We use the following cookies:

7.3.1 Strictly necessary cookies. These are cookies that are required for the operation of our website.

7.3.2 Analytical/performance cookies. They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

7.3.3 Functionality cookies. These are used to recognise you when you return to our website. This enables us to personalise our content for you and remember your preferences.

7.4 You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly.

8. How and Why We Use Your Personal Data

8.1 We use the types of personal data listed above for a number of purposes, each of which has a "lawful basis". In accordance with the data protection laws, we need a "lawful basis" for collecting and using information about you. There are a variety of different lawful bases for using personal data which are set out in the data protection laws.

8.2 Note that we may process your personal data for more than one lawful basis depending on the specific purpose for which we are using your data. Please contact us at mina@orphantrust.co.uk if you need details about the specific legal ground we are relying on to process your personal data.

8.3 We use your personal data to;

- 8.3.1 To respond to an enquiry you have made through our website. It is necessary for our legitimate interests (for running our organisation)

- 8.3.2 To keep you informed about our work and marketing. It is necessary for our legitimate interests (for running our organisation). If you do not wish to be contacted for updates and marketing please email Mina@orphantrust.co.uk and we will take you off our list.
- 8.3.3 To use data analytics to improve our website, user experiences. It is necessary for our legitimate interests (to keep our website updated and relevant, to develop our organisation and to inform our marketing strategy).
- 8.3.4 To administer and protect our organisation and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data). It is necessary for our legitimate interests (for running our organisation provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise). It is necessary to meet our legal obligations.

9. Change of Purpose

9.1 We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another purpose which is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us at mina@orphantrust.co.uk

9.2 If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

9.3 Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

10. Disclosure of your personal Data

10.1 We may have to share your personal data with the parties set out below:

10.1.1 Service providers who provide IT and system administration services.

10.1.2 Professional advisers including lawyers, auditors and insurers who provide consultancy, legal, insurance and accounting services.

10.1.3 Third parties to whom we may choose merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.

10.2 We require all third parties to respect the security of your personal data and to treat it in accordance with the law.

11. International

11.1 We will not transfer the personal information we collect about you outside the EU.

12. Data Security

12.1 The Orphan Trust have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

12.2 We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

13. Data Retention

13.1 We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

13.2 To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

14. Your Legal Rights

14.1 You have the right to ask us not to process your Personal Data for marketing purposes. You can exercise your right to prevent such processing by contacting us using the Contact Us section through our website or emailing mina@orphantrust.co.uk

14.2 Under European data protection law, in certain circumstances, you have the right to:

14.2.1 Request access to your Personal Data

14.2.2 Request correction of your Personal Data

14.2.3 Request erasure of your Personal Data

14.2.4 Object to processing of your Personal Data

14.2.5 Request restriction of processing your Personal Data

14.2.6 Request transfer of your Personal Data

14.2.7 Withdraw your consent

15 Right to Complain to The ICO

Where you believe that The Orphan Trust has not complied with its obligations under this Privacy Notice or European law, you have the right to make a complaint to an EU Data Protection Authority, such as the UK Information Commissioner's Office.