

This privacy policy sets out how Hoole Community Development Trust (Registered Charity Number 1157709), who manages Hoole Community Centre, uses and protects any information that you give us when you use our website or give us your personal information.

Hoole Community Development Trust is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website or giving us your contact information, you can be assured that it will only be used in accordance with this privacy statement.

### **What we collect**

We may collect the following information

- Your name
- Your organisation name and details
- Contact information including email address
- Demographic information such as postcode and year of birth
- Other information relevant to customer surveys and to complete grant applications

### **How we use your information**

We require this information to understand your needs and provide you with a better service, and in particular for our internal record keeping. We may use this information

- to improve our products and services
- to help us with grant funding applications
- to send regular updates via email about training, funding, events, and other news stories
- to keep an up to date internal community database. If we are to make this public, we will only publish contact details of organisations or individuals with their permission.

### **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

### **How we use cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer.

### **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

### **Controlling your personal information**

We will always respond to requests to remove an individual from a mailing list and will cease all contact where requested. We will respond to individual requests to remove all your personal data, however due to legal contractual reasons we may not always be able to remove your data entirely from our system. We will inform you in our response if this is the case.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

*For more information on this privacy policy or to request a copy of the information we hold about you, please contact us at [admin@hoolecommunitycentre.org.uk](mailto:admin@hoolecommunitycentre.org.uk)*