

Fermanagh Voluntary Association Of The Disabled (FVAD) respects the privacy of every individual who visits and uses this website and is committed to safeguarding their privacy.

This Privacy Policy applies to information that we collect about you when you use our website. This policy explains what information we gather about you, what we use that information for and who we give that information to. It also sets out your rights in relation to any information that we may hold about you.

By using this site or/and our services, you consent to the Processing of your Personal Data as described in this Privacy Policy.

FVAD may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from **30th November 2018**.

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Definitions Used In This Policy

Personal Data:	any information relating to an identified or identifiable natural person
Processing:	any operation or set of operations which is performed on Personal Data or on sets of Personal Data.
Data Subject:	a natural person who's Personal Data is being processed.
Child:	a natural person under 16 years of age.
We/us (either capitalised or not):	FVAD

Data Protection Principles We Follow

We promise to follow the following data protection principles:

- Processing is lawful, fair, transparent:
Our processing activities have lawful grounds. We always consider your rights before processing personal data. We will provide you information regarding processing upon request.
- Processing is limited to the purpose:
Our processing activities fit the purpose for which personal data was gathered.
- Processing is done with minimal data:
We only gather and process the minimal amount of personal data required for any purpose.

- Processing is limited with a time period:
We will not store your personal data for longer than needed.
- We will do our best to ensure the accuracy of data.
- We will do our best to ensure the integrity and confidentiality of data.

Data Subjects Rights

The Data Subject has the following rights:

Right to information:	meaning you have the right to know whether your Personal Data is being processed; what data is gathered, from where it is obtained and why and by whom it is processed.
Right to access:	meaning you have the right to access the data collected from/about you. This includes your right to request and obtain a copy of your Personal Data gathered.
Right to rectification:	meaning you have the right to request rectification or erasure of your Personal Data that is inaccurate or incomplete.
Right to erasure:	meaning in certain circumstances you can request for your Personal Data to be erased from our records.
Right to restrict processing:	meaning where certain conditions apply, you have the right to restrict the Processing of your Personal Data.
Right to object to processing:	meaning in certain cases you have the right to object to Processing of your Personal Data, for example in the case of direct marketing.
Right to object to automated Processing:	meaning you have the right to object to automated Processing, including profiling; and not to be subject to a decision based solely on automated Processing. This right you can exercise whenever there is an outcome of the profiling that produces legal effects concerning or significantly affecting you.
Right to data portability:	you have the right to obtain your Personal Data in a machine-readable format or if it is feasible, as a direct transfer from one Processor to another.
Right to lodge a complaint:	in the event that we refuse your request under the rights of access, we will provide you with a reason as to why. If you are not satisfied with the way your request has been handled please <u>contact us</u> .

Right for the help of supervisory authority: meaning you have the right for the help of a **supervisory authority** and the right for other legal remedies such as claiming damages.

Right to withdraw consent: you have the right to withdraw any given consent for Processing of your Personal Data.

Who Is Collecting The Data?

FVAD is acting as the data controller with respect to the personal data of the website visitors and service users.

FVAD is a community & voluntary organisation supporting adults with disabilities. Our registered address is 64 Mill Street, Enniskillen, County Fermanagh, BT74 6DW.

If you have any questions about this Privacy Policy, you can get in contact by contacting:

Chairperson, FVAD, 64 Mill Street, Enniskillen, County Fermanagh, BT74 6DW.

What Data We Collect About You

Visitors to our website can browse without entering any personal data. We only collect data about you if we have a reason to do so, for example, to provide our Services, to communicate with you, or to make our Services better.

We collect data in three ways: if and when you provide it to us, automatically through operating our Services, and from outside sources.

Data You Provide To Us

You will only need to provide such information when you are completing a contact form, requesting a call back, subscribing to our service, or other requests in connection with the services we offer.

That personal information is typically name, address, postcode, email, mobile number, landline number, any other contact details, and other basic information which is necessary for us to deal with your query, call back, or other request and is only used in connection with our business.

Data Automatically Collected About You

Log Information: Like most online service providers, we collect information that web browsers, mobile devices, and servers typically make available, such as the browser type, IP address, unique device identifiers, language preference, referring site, the date and time of access, operating system, and mobile network information. We collect log information when you use our Services.

Information from Cookies & Other Technologies: A cookie is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns. Pixel tags (also called web beacons) are small blocks of code placed on websites and emails. FVAD uses cookies and other technologies like pixel tags to help us identify and track visitors, usage, and access preferences for our Services, as well as track and understand email campaign effectiveness. If you have consented to their use we will collect IP address, geographical location of where you accessed our website, information about how you use/interact with our website and

information about your computer or other electronic device (tablet and browser type). For more information on our use of cookies, [click here](#).

Information From Our Partners

We gather information from our trusted partners with confirmation that they have legal grounds to share that information with us. This is either information you have provided them directly with or that they have gathered about you on other legal grounds. **See the list of our partners.**

Publicly Available Information

We might gather information about you that is publicly available.

What We Do With The Personal Data We Collect

We use your Personal Data in order to:

- Provide our service to you. Your data is used to process your contact queries and service subscription.
- Improve the website experience for our users.
- To monitor and analyse trends and better understand how users interact with our Services, which helps us improve our Services and make them easier to use.
- To communicate with you, for keep you up to date on our products/services.
- Fulfil an obligation under law or contract.

Legal Bases for Collecting and Using Information

A note here for those in the European Union about our legal grounds for processing information about you under EU data protection laws, which is that our use of your information is based on the grounds that:

- The use is necessary in order to fulfill our commitments to you under our Terms of Service or other agreements with you; or
- The use is necessary for compliance with a legal obligation; We will Process your Personal Data in order to fulfil obligation rising from law and/or use your Personal Data for options provided by law; or
- The use is necessary in order to protect your vital interests or those of another person; or
- We have a legitimate interest in using your information, for example, to administer and analyse our client base.
- You have given us your consent, for example, before we place certain cookies on your device and access and analyse them later on, as described in our Cookie Policy. When you send us an enquiry, subscribe to our service, you can opt in to receive marketing communications in relation to our products and services by ticking the relevant boxes. Any details that you give to us via this website or in any other way may be added to our database. We will then send you the relevant marketing communications, such mailings may include details of our products and services and invitations, for the purposes we have asked your consent for, until such time that you remove your consent. In these instances, processing is performed on the basis of your consent.

We use your Personal Data on legitimate grounds and/or with your consent.

We might process your Personal Data for additional purposes that are not mentioned here, but are compatible with the original purpose for which the data was gathered. To do this, we will ensure that:

- the link between purposes, context and nature of Personal Data is suitable for further Processing;
- the further Processing would not harm your interests; and
- there would be appropriate safeguard for Processing.

We will inform you of any further Processing and purposes.

Will The Data Be Shared With Any Third Parties? How Will The Information Be Used?

We will not share your Personal Data with strangers. Personal Data about you is in some cases provided to our trusted partners for the purposes of delivering our services, fulfilling any contracts we enter with you, where required by law or to enforce our legal rights. We only work with processing partners who are able to ensure adequate level of protection to your Personal Data.

Third Party Communications

Any personal information that you provide to us is processed and held on our computer systems and we do not provide your details to third parties for any marketing or promotional purposes, except where you have given your consent.

Analytics

The servers hosting our website may automatically record certain information about you when you use the website, including details of your domain name, IP address, operating system and browser and we may use this information to understand who has seen which pages; the purpose of this is to improve our website. We may use cookies or other similar text files or programs when you visit certain parts of this website. A cookie is a small file that is sent to your browser. It helps us understand your use of this website and enables you to access, navigate and use the services provided on the website. For information about blocking the use of cookies, please refer to the help facility on your internet browser. Please note that if you block cookies you may not be able to access certain sections of this website.

Service Providers

Only when necessary to deliver our services and run our business, we share your information with various providers who will act as data processors:

Hosting providers via **XYZ, a fully gdpr compliant platform, see their privacy policy here.**

Hyperlinks

Our website may contain hypertext links to external websites; we are not responsible for and accept no liability in relation to these websites or their contents. You should read any applicable privacy policy on any such website.

Sharing your information for legal reasons

FVAD will share your information when required to do so in order to comply with a common law or statutory obligation. For example, this may include information surrounding criminal acts or threats to public security.

Aggregated or De-Identified Information

We may share information that has been aggregated or reasonably de-identified, so that the information could not reasonably be used to identify you. For instance, we may publish aggregate statistics about

the use of our Services and we may share a hashed version of your email address to facilitate customized ad campaigns on other platforms.

How We Secure Your Data

FVAD respects your data and have put in place suitable physical, electronic and managerial procedures to safeguard against such risks as loss or unauthorised access, destruction, use, modification or disclosure of data. We use safe protocols for communication and transferring data (such as https). We use anonymising and pseudonymising where suitable. We monitor our systems for possible vulnerabilities and attacks.

Special Category Data

FVAD does not collect special category data as a matter of course via the website.

Children

We do not intent to collect or knowingly collect information from children. We do not target children with our services.

How Long Will The Data Be Stored For?

We will keep hold of your data for no longer than necessary. The length of time we retain it will depend on any legal obligations we have (such as tax recording purposes), the nature of any contracts we have in place with you, the existence of your consent or our legitimate interests as a business.

Contact submissions are held on email. Emails are retained for 7 years and access is restricted to the management team.

How Can The Data Subject Raise Concerns And Complaints?

We will take all reasonable steps to keep your personal information accurate and, where necessary, up to date. If you believe that any of the information that we hold about you is incorrect, please contact us. You also have a right to request a copy of the personal information that we hold about you; if you would like a copy of that information, again, please contact us.

If you have concerns or questions over the collection, storage or processing of your data, or any questions on our use of the information or want to contact us with respect to this policy, you are encouraged in the first instance to contact a member of staff to discuss and resolve any issues, or please send an email to us at hello@fvadenniskillen.org or a letter by post to us at Chairperson, FVAD, 64 Mill Street, Enniskillen, County Fermanagh, BT74 6DW.

How We Use Cookies?

What Are Cookies?

Cookies are tiny files that help track the use of the site and to personalise your journey. These cookies can be stored so that if you return to a website, that website server can call the information from the cookies stored on your computer to tailor your experience of the site.

FVAD are no different; we use cookies to help you browse our website more effectively - we do not store personally identifiable information in our cookie data. We also use some carefully selected 3rd party suppliers to enhance your online experience and they will place cookies on your computer for use on our website too.

Cookies are perfectly safe to be stored on your computer and almost all web browsers have cookie storing enabled as default. However, all browsers have the option of disabling cookies being stored on your computer if you wish to do this.

Please be aware that disabling cookies on your browser will reduce your ability to browse online with FVAD. We use cookies to process products in your basket and orders. Disabling your cookies will mean you cannot purchase through our website.

This would also be a common experience of reduced functionality across many websites.

To learn how to change the cookie settings for your browser please see our 'How do I opt-out of cookies' section.

Our Cookie Policy

This site uses the following cookies – small text files that are placed on your machine to help the site provide a better user experience.

Google Analytics cookie: this shows web traffic analysis. These cookies have multiple expiration dates; please refer to [here](#) for more information.

How Do I Opt Out Of Cookies

You can manage the cookies that you allow on your computer through the internet browser that you use. You can also ask to be alerted every time a cookie is offered. There are instructions on how to manage your cookies using the most popular internet browsers below:

Find out which internet browser you use

On a PC: click on 'Help' at the top of your browser window and select 'About'

On an Apple Mac: click on the Apple menu and select 'About' (make sure the browser is open)

Opting out of cookies in Internet Explorer

Internet Explorer allows you to select the level of cookie filter on the basis of the source of the cookie and whether the source has a privacy policy.

Choose 'Tools'

Click on 'Internet Options'
Click the 'Privacy' tab
Move the slider to choose your settings
For more detailed privacy settings click on 'Advanced'
Opting out of cookies in Safari
Choose 'Preferences' from Safari menu
Select 'Security'
Cookie settings are shown
Choose your settings

Opting out of cookies in Google Chrome

As a default, Google Chrome allows all cookies. You can manage the behaviour of first-party and third-party cookies or even block them completely.

Click on the 'Tools' menu
Select 'Options'
Click the 'Under the Bonnet' tab
Find the 'Privacy' section
Click 'Content settings'
Click the 'Cookie settings' tab and choose your settings

Opting out of cookies in Mozilla Firefox

You can configure which sites are allowed to set cookies, how long to keep them for, and view and manage your existing cookies.

Click on 'Menu', then 'Options'
Select 'Privacy'
Select 'Cookies'
Choose your settings

Opting out of Flash Cookies

If you'd like to control the use of Flash Cookies on your computer, Adobe's website offers tools to do this.

Alternatively, you can control some 3rd party cookies by using a privacy enhancement platform such as optout.aboutads.info or youronlinechoices.com.