



THE CHILDREN'S CENTRE

PRIVACY STATEMENT

The Children's Centre we are committed to protecting your personal information and being transparent about what we do with it. We are committed to using your personal information in accordance with all applicable laws concerning the protection of personal information and not to do anything with your information you wouldn't reasonably expect. We will always explain what information we collect; how we will use that information; who we share your information with; it is your choice what information we hold.

How do we obtain your personal information? We collect information in the following ways:

When you give it to us directly

You may give us your information when you are accessing one of our charitable services, in order to sign up for one of our events, when you contact us to ask about our activities, to tell us your story, order products and services from us, seek assistance or make a donation to us, fundraise on our behalf, or otherwise give us personal information.

When you give permission to other parties to share it with us

Depending on your settings or the privacy policies for social media and messaging services like Facebook, WhatsApp or Twitter, you might give us permission to access information from those accounts.

What information do we collect?

Personal information is any information that can be used to identify you. For example, it can include information such as your name, date of birth, email address, postal address, telephone number and credit/debit card details.

Data protection law recognises that certain categories of personal information are more sensitive.

This is known as Special Category Data and covers health information, racial or ethnic origin, religious beliefs or other beliefs or a similar nature, political opinion and trade union membership.

We would only collect sensitive personal information where there is a clear need to do so such as we are dealing with you or your family through our charitable services or you are participating in a challenge event, to ascertain what services are relevant to you or to cater other services and support to you.

Before collecting any sensitive personal information about you we will make it clear to you what information we are collecting and the purposes for collecting such.

How do we use your information?

How we use your information would largely depend on why you are providing it. We may use your information in the ways set out below.

We use your personal information to give you the information, support, services, or products you ask for.

We use your information to gain a full understanding of your situation so we can develop and offer you the best possible personalised services.

We use your information to keep a record of your relationship with us and for internal administrative purposes (such as our accounting and records), and to let you know about changes to our services or policies.

We use your personal information look into, and respond to, complaints, legal claims or other issues. We use personal data to carry out statistical analysis and research in order to help us to understand how we are performing and how we can improve our services and meet the needs of people that require our help.

We may also use your personal information for other purposes (sign posting) which we specifically notify you about and, where appropriate, obtain your consent. ·

Direct marketing

With your consent, we may use your information to send you communications about our work and how you can help us to help you, for example, information about our campaigns, volunteering and fundraising activities and how you can donate to us. Our forms have clear marketing communications preference questions and we include information on how you can say no to such marketing.

You can let us know if you would prefer not to receive these communications at any time by emailing communications@thechildrenscentre.org.im, or writing to our Data Protection Officer at:
The Children's Centre, Wallberry Farm, Old Castletown Road, Douglas, Isle of Man, IM4 1AQ

Special Notes:

This policy is written in accordance with the General Data Protection Regulation Directive 95/46/EC. If you have any questions about it this Privacy Statement, please contact our Data Controller on 810000. We also recognise your right to obtain all information pertaining to you as an individual and will respect your right to 'Erasure'.