



# Privacy Notice

## 1. About Us

1.1 At The Friendly Trust, we are committed to maintaining the trust and confidence of our visitors to our web site.

1.2 In this Privacy Notice, we will tell you more about when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

## 2. Types of data we collect

2.1 **Google Analytics** - When someone visits [www.friendlytrust.org.uk](http://www.friendlytrust.org.uk) we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns.

2.2 We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone.

2.3 We do not make, and have not given Google permission to make, any attempt to find out the identities of those visiting our website.

2.4 **Online Referral Form** – The data we collect on this form is necessary for us to identify individuals and to carry out our work. By completing our online referral form, you are agreeing that we can store and use the information you provide within our function.

## 3. Third Parties

3.1 The nature of our work dictates that we cooperate and liaise with numerous agencies.

3.2 We will only use and share your information if it is a necessary part of the service we provide to you, or as a funding requirement.

3.3 The Friendly Trust may exchange personal data with the employees of the Local Authorities with which we contract, both to identify and support vulnerable individuals.

3.4 Our funders may require us to provide case studies, quotes and digital materials. Explicit consent will always be obtained, or data anonymised.

3.5 At The Friendly Trust we ensure that there are appropriate technical controls in place to protect your personal details. Our online forms are always encrypted, our network is protected and routinely monitored, and all electronic data is password protected.

3.6 We undertake regular reviews of who has access to the information we hold to ensure that it is only accessible to appropriately trained staff, volunteers and partners.

3.7 You can find links on our [website](#) to the Privacy Notices of each of our current partners.

#### **4. Access to your personal information**

4.1 You are entitled to view or ask us to amend or delete the personal information that we hold about you. Email your request to our Data Controller Alison Brunt at [alison@friendlytrust.org.uk](mailto:alison@friendlytrust.org.uk)

#### **5. Changes to this Privacy Notice**

5.1 This policy was last reviewed in April 2019. It will be reviewed annually or when there are changes to legislation.

Last updated April 2019 - AB

Next review due April 2020