



Privacy & Cookies Policy

We take the privacy of all service users, donors, supporters, employees, email correspondents and visitors to our website very seriously, which is why we have a policy in place to protect your personal information.

This policy provides an explanation as to what happens to any personal data that you share with us, or that we collect from you either directly or via our website, email or social media.

Under the terms of the Data Protection Act 1998 and the GDPR 1996, BOSP is registered with the ICO (Information Commissioners Office), the Data Controller being BOSP (Brighter Opportunities through Supported Play).

1. Information we collect

We may collect and process the following data about you:

- 1.1 Information that you provide by filling in BOSP forms, for example; assessment, registration and employment/volunteer forms.
- 1.2 Information that you provide by filling in forms on our website, such as when you register to receive information such as our newsletter, email alerts or via the Contact Us page.
- 1.3 Details of your visits to our website and the resources that you access including, but not limited to, traffic data, location data, weblog statistics and other communication data.
- 1.4 Information provided to us when you communicate with us for any reason.

2. Use of cookies on our Website

A cookie is a small text file stored on your computer's hard drive or temporarily in your computer's memory. It is used to deliver content relevant to you, by providing information about your internet usage and also helps you resume where you left off. Such information will not identify you personally, it provides statistical data about our visitors and their use of our website and does not identify any personal details whatsoever. It is used by us to analyse how visitors interact with the website so that we can continue to develop and improve it.

Most websites use cookies and are downloaded to your computer automatically, however when you visit BOSP's site for the first time you will have the opportunity to check you understand before you proceed. You can disable the cookie option using the setting on your browser, but please note that should you choose to decline

cookies, you may be unable to access particular areas of our website and it may not remember your browsing history.

Any advertising featured on BOSP's website may also incorporate cookies, over which we have no control. Such cookies (if used) would be downloaded onto your device/computer once you click on the advertisements on our website.

For more information on cookies you can read the on-line guidance at www.allaboutcookies.org or similar.

3. Use of your information

The information (data) that we collect and store relating to you is primarily used to enable us to provide our services to you. In addition, we may use the information for the following purposes:

- 3.1 To provide you with information requested from us relating to our products or services and to provide information on other services or fundraising activities which we feel may be of interest to you, if you have consented to receive such information.
- 3.2 To meet our contractual commitments to you.
- 3.3 To notify you about any changes to our website, such as improvements or service/product changes, that may affect our service.
- 3.4 If you are an existing customer, we may contact you with information about goods and services that may be similar to those which were the subject of a previous service provided to you.
- 3.5 We may use your data so that you can be provided with information about goods and services which we consider may be of interest to you. We may contact you about these goods and services by any of the methods that you consented to at the time your information was collected.
- 3.6 If you are a new customer, we will only contact you when you have provided consent and only by those means you provided consent for.
- 3.7 If you do not want us to use your data for ourselves you will have the opportunity to withhold your consent to this when you provide your details to us on the form on which we collect your data.
- 3.8 Please be advised that we do not reveal information about identifiable individuals, but we may, on occasion, provide aggregate statistical information about our visitors such as your area of residence.

4. Storing your personal data

Sensitive data that is provided to BOSP is stored on our secure system here in the UK, whilst manual data is kept in a locked secure cabinet. Data we collect from you for BOSP fundraising and marketing purposes, we may transfer and store in the Cloud, outside of the European Economic Area. This system conforms to TRUSTe's privacy certificate programme and has EU-US Privacy Shield Certification, thereby conforming to the European GDPR 1996.

By submitting your personal data, you agree to this transfer, storing or processing. We will take all reasonable steps to make sure that your data is treated securely and in agreement with this privacy policy.

5. Disclosing your information to a third party

We will never disclose your personal or sensitive data to a third party outside of BOSP, without your express consent, except in the following circumstances:

5.1 Where we are legally required to disclose your information.

5.2 To assist fraud protection and minimise credit risk.

6. Third party links on our website

6.1 You might find links to third party websites on our website. These websites should have their own privacy policies which you should check. We do not accept any responsibility or liability for their policies whatsoever as we have no control over them.

6.2 Details relating to any donor transactions entered into via our website will be encrypted to ensure its safety.

6.3 The transmission of information via the internet is not completely secure and therefore we cannot guarantee the security of data sent to us electronically and the transmission of such data is entirely at your own risk. *Where applicable*, we have given you/or where you have chosen a password so that you can access certain areas of our site, you are responsible for keeping this password confidential.

7. Withdrawal of Consent - retention and destruction of data

You have the right to withdraw consent to BOSP processing/storing your data and the right to 'be forgotten', at any time. However, if your data has been provided to BOSP on a 'contract basis' necessary to enable us to provide you with a service, BOSP reserves the right to retain your information or that of your child (where you have provided consent), for a further period of 7 years after the date of withdrawal of consent. If the lawful basis for processing personal data is via 'consent of the data subject', then we may archive (put beyond use) some of the data for historical, statistical, legal or research purposes and to confirm that the relationship existed and that it has ended. Information not relevant will be deleted or physically destroyed confidentially in accordance with our procedures.

8. Access to information – SAR's (Subject Access Rights)

The Data Protection Act 1998, incorporating the GDPR 1996 gives you the right to access the information that we hold about you. Should you wish to receive details of what we hold about you, please contact us using the contact details below. We agree to provide this information to you free, within 20 working days. Should requests be complex or numerous, BOSP reserves the right to allow an additional 40 working days for processing. For manifestly unfounded or excessively repetitive requests, BOSP may refuse these additional requests or charge for this service.

9. Contacting us

We would welcome any queries, comments or requests you may have regarding this policy. If you believe that BOSP has not met its obligations under the Data Protection Act 1998, please do not hesitate to email us at enquiries@bosp.co.uk. If you would prefer to write to us then our contact address is The BOSP Office, Union House, Suite 2c, 117 High Street, Billericay, Essex, CM12 9AH.

Other relating policies:

Internet and Email Policy
Information Sharing Protocol
Social media and Networking
Website Policy