



## **Our Privacy Policy**

This Privacy Notice explains, in detail, the types of personal data we may collect about you when you interact with us. It also explains how we'll store and handle that data and keep it safe.

We know that there's a lot of information here, but we want you to be fully informed about your rights, and how we use your data. We hope the following sections will answer any questions you have but if not, please do get in touch with us at A Mile In Her Shoes by email to [info@amileinher shoes.org](mailto:info@amileinher shoes.org).

### **Conditions for Processing Data**

We are only entitled to hold and process your data where the law allows us to. The current law on data protection sets out a number of reasons for which we may collect and process your personal data. These include:

#### ***Legitimate Interests***

In specific situations, we require your data to pursue our legitimate interests in a way which might reasonably be expected as part of providing our service and which does not materially impact your rights, freedom or interests. This will include contacting you about the activity for which you have signed up.

#### ***Legal compliance***

If the law requires us to, we may need to collect and process your data. For example, we are obliged to provide some information to HMRC when processing GiftAid donations.

#### ***Consent***

In some situations, we can collect and process your data with your consent. For example, when you tick a box to receive email newsletters. When collecting your personal data, we'll always make clear to you when we believe your consent is necessary and you will be able to choose whether to give that consent.

### **When do we collect your data?**

We normally collect your data when you provide it to us. You may give us your data by email; through an online web form; over the telephone; face to face; or by post.

### **What sort of data do we collect?**

We collect your name and contact details. We also collect details of any health or other issues which may be important for us to know before you participate in an activity.

We may collect information about your race or national or ethnic origin, religious, philosophical or moral beliefs, or your sexual life or sexual orientation, to ensure meaningful equal opportunity monitoring and reporting. We collect and use this anonymously.

## **How do we use your data?**

We only use your data for the purpose of dealing with your enquiries and/or to enable you to engage with our services. This includes monitoring your progress if you would like us to.

We may use your data to notify you of our other services or activities and/or to keep you informed about our work but only where we have your consent to do so or the law allows us to contact you without consent.

## **How do we protect your data?**

We take protecting your data very seriously. The data you give us may be extremely sensitive and confidential.

With this in mind we will treat your data with the utmost care and take all appropriate steps to protect it. We have clear data protection and information security policies and procedures in place.

## **How long will we keep your data?**

We only keep your data for as long as is necessary for the purpose(s) for which it was provided. In most cases this will be for 6 months after you last attend an activity.

## **Who do we share your personal data with?**

We sometimes share your personal data with trusted third parties. We only do this where it is necessary for the effective operation of our charity. For example, we may share your data with the company that securely hosts our off-site cloud storage servers etc.

Here's the policy we apply to those organisations to keep your data safe and protect your privacy:

- We provide only the information they need to provide their specific services;
- They may only use your data for the exact purposes we specify in our contract with them;
- We work closely with them to ensure that your privacy is respected and protected at all times;
- If we stop using their services, any of your data held by them will either be deleted or rendered anonymous.

## **Where is your data processed?**

Your data is stored and processed within the European Economic Area (EEA). If we ever have to share your personal data with third parties and suppliers outside the EEA we will ensure that it is sent and stored securely and, where appropriate, we will seek your specific consent to do so. The EEA includes all EU Member countries as well as Iceland, Liechtenstein and Norway.

## **What are your rights?**

You have the right to request:

- Access to the personal data we hold about you, free of charge in most cases.

- The correction of your personal data when incorrect, out of date or incomplete.
- The deletion of your personal data, for example when you withdraw consent, or object and we have no legitimate overriding interest, or once the purpose for which we hold the data has come to an end – though we are not required to delete your data where we are required to hold it for complying with our own legal obligations.
- That we stop any consent-based processing of your personal data after you withdraw that consent.

To ask for your information, please contact [info@amileinhershoes.org](mailto:info@amileinhershoes.org) If for some reason we choose not to action your request, we will explain to you the reasons for our refusal.

### ***Your right to withdraw consent***

Whenever you have given us your consent to use your personal data, you have the right to change your mind at any time and withdraw that consent.

### ***Where we rely on our legitimate interest***

In cases where we are processing your personal data on the basis of our legitimate interest, you can ask us to stop for reasons connected to your individual situation. We must then do so unless we believe we have a legitimate overriding reason to continue processing your personal data.

### **The Regulator**

If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

You can contact them by calling [0303 123 1113](tel:03031231113) or go online to [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns)

### **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.

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.

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. This may prevent you from taking full advantage of the website.

We use Google Analytics to monitor how our website is being used so we can make improvements. Our use of Google Analytics requires us to pass to Google your IP address (but no other information) - Google uses this information to prepare site usage reports for us, but Google may also share this information with other Google services. In particular, Google may use

the data collected to contextualize and personalize the ads of its own advertising network.  
Related information:

- [Google's privacy policy](#)
- [How Google uses this information](#)