



Privacy Policy

Privacy Policy

At Suffolk Refugee Support, we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who visit our website, how we use it and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to office@suffolkrefugee.org.uk or by writing to Suffolk Refugee Support, 38 St Matthew's St, Ipswich, IP1 3EP.

Who are we?

We're Suffolk Refugee Support, a specialist independent charity established in 1999 to support refugees and asylum seekers in Suffolk. Suffolk Refugee Support is a registered charity (no. 1078794) and company limited by guarantee (no. 03894990). The registered address is 38 St Matthew's St, Ipswich, IP1 3EP.

How do we collect information from you?

We obtain information about you when you use our website, for example, when you contact us through a form on the website, opt in to our mailing list, download an application form or comment on a post.

Why do we collect information from you?

We need to collect some personal details so we can respond appropriately to your contact with us, for example, to send you information you have requested. We also collect statistical information to analyse how people are using our site and better understand how they find and use our web pages.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, IP address, and information regarding what pages are accessed and when. If you make a donation online by clicking through to our MyDonate page, your card information is not held by us, it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions.

How is your information used?

We may use your information to:

- process a membership application
- process a donation or standing order
- send you communications which you have requested and that may be of interest to you; these may include information about campaigns, appeals and fundraising.
- respond to your email enquiry through our website

Should you choose to contact us using a contact form or an email link, none of the data that you supply will be stored by this website or passed to any third party.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

We will not share with, sell or rent your information to any third parties. This site does use Google Analytics (GA) to track user interaction. Although GA records data such as your geographical location, device, internet browser and operating system; none of this information personally identifies you to us. We consider Google to be a third party data processor. GA makes use of cookies, details of which can be found on [Google's developer guides](#). Disabling cookies on your internet browser will stop GA from tracking any part of your visit to pages within this website.

We may transfer your personal information to a third party if we are under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our supporters and clients. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

What legislation does our data protection policy comply with?

Along with our business and internal computer systems, this website is designed to comply with the following national and international legislation with regards to data protection and user privacy:

- [UK Data Protection Act 1988 \(DPA\)](#)
- [EU Data Protection Directive 1995 \(DPD\)](#)
- [EU General Data Protection Regulation 2018 \(GDPR\)](#)

How can you change your contact details and preferences with us?

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about the work we do with refugees and events, news, updates, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences or unsubscribe at any time by contacting us by email: office@suffolkrefugee.org.uk, or writing to us at: 38 St Matthew's St, Ipswich, IP1 3EP.

The accuracy of your information is important to us. If you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: office@suffolkrefugee.org.uk, or write to us at: 38 St Matthew's St, Ipswich, IP1 3EP.

You have the right to ask for a copy of the information Suffolk Refugee Support hold about you. If you would like a copy of the information we hold on you, in the first instance please write to:

Office Systems Coordinator
Suffolk Refugee Support
38 St Matthew's St
Ipswich
IP1 3EP

Security precautions in place to protect the loss, misuse or alteration of your information

We do not take sensitive data over the internet. Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

Use of 'cookies'

Like many other websites, the Suffolk Refugee Support website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better, more personalised service.

It is possible to switch off cookies by setting your browser preferences. For more information on how to switch off cookies on your computer, visit our [cookies policy](#). Turning cookies off may result in a loss of functionality when using our website.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Transferring your information outside of Europe

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in February 2018.