



# Privacy Policy

Our commitment to protecting your privacy is paramount at Katherine Low Settlement (KLS). The following statement describes how KLS collects and uses information about people.

If you have any queries about this statement please contact us at 108 Battersea High St, London, SW11 3HP or email us at [info@klsettlement.org.uk](mailto:info@klsettlement.org.uk)

## **Collecting Information**

We will collect personal information from you when you book a room, enquire about our activities, register with us, make a donation to us, sign a petition or otherwise provide us with personal information. We may also receive information about you from other people, if a friend or colleague refers you to an activity or to our website.

We will also gather general information regarding the use of our website and our community, such as which pages are visited most frequently, and how often people come to the groups we run and book rooms with us. Only anonymous information and statistics will be used which do not identify individual visitors. This information helps us improve the services and information we offer. We may use service providers to help us collect and analyse this information.

## **Personal Information**

The types of personal information collected might include name, date of birth, email address, postal address, telephone number and credit/debit card details, we can also collect your opinions about an activity, service or an issue.

## **How do we use this information?**

We will use your personal information to provide you with the services, products or information you have requested, for administration purposes and to further our charitable aims, including for fundraising activities. We may need to share your information with our funders, service providers, associated organisations and agents for these purposes.

We will use your personal information for our own marketing purposes unless you have indicated that you do not wish to be contacted. You can opt out of receiving any marketing materials at anytime by contacting us at [info@klsettlement.org.uk](mailto:info@klsettlement.org.uk)

## **Privacy and Security**

### **Cookies**

'Cookies' are small pieces of information sent by a web server to a web browser, which enable the server to collect information from the browser. Essentially it takes the form of a small text file deposited on your computer's hard drive.

KLS uses cookies to ensure that you can interact with our web sites successfully, to identify you when you visit our website and to keep track of your browsing patterns. The use of cookies does not give us access to the rest of your computer or to personal information about you.

### **Personal Detail Protection**

Information that you submit in a registration or enquiry form is encrypted and stored on a secure server. We also use encryption and a secure server when you make a donation via our website. However, the transmission of information over the Internet is never 100% secure so while we try to protect your personal information, we can't guarantee the security of any information you submit to us via our website.

We also take appropriate measures to ensure that the information we receive is kept secure, accurate and up to date and kept only for so long as is necessary for the purposes for which it is used. All access to our secure server is restricted only to authorised staff.

### **Legal Compliance**

KLS may need to disclose your information if required to do so by law or in response to a court order or, in exceptional circumstances, where we think someone is at serious risk of being harmed, we may contact the police or a local authority safeguarding team.

### **Consent**

By providing us with your personal information you consent to the collection and use of that information for the purposes and in the manner described in this Privacy Policy.

### **Links**

Our website may include links to websites run by other organisations. KLS is not responsible for the privacy practices of other organisations' websites so you should read their privacy policies carefully.

### **Data Protection (Rights of Access)**

You have the right to ask for a copy of the information we hold about you which we will provide free of charge, and to have any inaccuracies in your information corrected.

If you wish to exercise these rights, please contact us at 108 Battersea High St, London, SW11 3HP or email us at [info@klsettlement.org.uk](mailto:info@klsettlement.org.uk)

KLS reserves the right to amend this privacy statement. The most up to date version will be always be available on our website so please check from time to time, continuing to use our website you will be deemed to have accepted any changes.