

Sebastian's Action Trust

Privacy Policy – updated 21 May 2018

Protecting your privacy is of the upmost importance to us at Sebastian's Action Trust. This policy explains how we collect, store and use your personal information.

Who we are

Sebastian's Action Trust is a registered charity number 1151146 which supports families of seriously-ill children with respite breaks and practical, emotional and social support.

Types of data we collect

We collect information about you when you sign up to hear about news from the Trust, register to use our services, make a donation, volunteer for us, work with us or supply us with goods or services.

This information could include your name, date of birth, email address, postal address, telephone number, credit, debit card information. If you are a beneficiary we may also hold information relating to the supported child's condition, family members, schools, medical practitioners involved in your child's medical care and any other information you provide when you register for our services

How we store and use this information

Information we hold about our supporters, volunteers and individuals who have chosen to hear from us with news and updates is held on a secure encrypted database. This allows us to communicate with you, to administer volunteering arrangements and to record details of financial gifts you have made to the Trust, events you are attending and to administer any schemes you are a member of, for example Sebastian's Guardians or the 50:50 club.

Information we hold about our beneficiaries is stored on an encrypted database and is used by staff within the Family Services team to provide you with our charitable services in a way that meets your needs.

Beneficiaries reserve the right to be forgotten. To exercise this right an email should be sent to info@sebastiansactiontrust.org asking for all personal data to be removed from our system – at this point we will assume you no longer wish to access our services.

We may also use your personal information to invite you to take part in research or to let you know how you can support Sebastian's Action Trust.

To ensure personal data is kept for no longer than necessary, the Trust has an archiving policy which is reviewed annually.

Family case studies, images and quotes

Credit, debit card and payment information:

If you use your credit or debit card to make a donation or pay online for an event or merchandise, this will be processed securely by authorised staff only. Any details stored on our secure systems are encrypted and only accessible by authorised staff. If we receive an email containing any credit or debit card details we will delete this immediately without taking payment and notify the sender/cardholder immediately.

Privacy and security

Sebastian's Action Trust will ensure that personal data is stored securely using modern software which is kept up-to-date. Any access to personal data is limited to authorised personnel who need access for business purposes. Any personal data which is deleted will be done so permanently in such a way that the data is irretrievable.

Cookies

Cookies are small pieces of information sent to a web browser from a web server which enable the server to collect information from the browser. Sebastian's Action Trust uses cookies to ensure you can successfully use our website, to identify you when you use our website and to track your browsing patterns. The use of cookies does not give us access to any of your personal information, or access to your computer.

Google analytics

We use a third party service, Google Analytics, to collect information when someone visits www.sebastiansactiontrust.org. This collects details of browsing patterns so we can understand how many visitors come to our website, which parts of our website are most popular and average time spent on particular pages of the website. This information is processed in a way which does not identify anyone. Neither Sebastian's Action Trust, or Google, are authorised to make any attempt to find out the identities of individuals visiting our website.

Links

Our website contains links to other websites belonging to third parties which may be of interest to our beneficiaries, and also to the sites of our corporate partners. We also link to social networking sites including, but not limited to Facebook, Linked In and Twitter and may include content from these sites on our own. We do not have control over the privacy policy of any other sites so when leaving our site it is important that you read and understand that site's privacy policy in addition to our own.

Your rights

You have the right to:

- Request details of any information we hold about you
- Ask us to update or amend the information we hold about you if it is incorrect
- Opt out of communication, or change your preferences at any time
- Ask us to remove your personal information from our records

- Object to us using your information for marketing purposes
- Raise a concern or complaint about the way your information is being used.

To contact us about this policy, or to exercise any of the rights listed above please contact our Data Protection Officer at the contact details below:

Peter Boon
Sebastian's Action Trust,
The Woodlands
Upper Broadmoor Road
Crowthorne
Berkshire
RG45 75N

Peter@sebastiansactiontrust.org

Telephone: 01344 622500