



Orchards Website Privacy Policy

Related policies:

- GDPR and Data Protection Policy

1. Overview

Orchards is committed to protecting your privacy and using technology that gives you the most powerful and safe online experience. This *Privacy Policy* applies to our website and governs data collection and usage. By using the Orchards website, you consent to the data practices described in this policy.

2. Collection of your personal information

Orchards may collect personally identifiable information, such as your email address, name, home or work address or telephone number.

There is also information about your computer hardware and software that is automatically collected by Orchards. This information can include: your IP address, browser type, domain names, access times and referring website addresses. This information is used by Orchards for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the Orchards website.

Orchards encourages you to review the privacy statements of websites you choose to link to from Orchards so that you can understand how those websites collect, use and share your information. Orchards is not responsible for the privacy statements or other content on websites outside of the Orchards websites.

3. Use of your personal information

Orchards collects and uses your personal information for the following reasons:

- To provide you with information about our work including newsletters, events and resources
- To process donations you give us and to ensure they are recorded correctly
- To keep records of your relationship with us. For example; what enquiries or complaints you have made, what areas of our work you have supported, or what resources you have ordered.

Orchards does not sell, rent or lease its customer lists to third parties. Orchards may, from time to time, contact you on behalf of external partners about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information is not transferred to the third party. Orchards will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on Orchards or the site; (b) protect and defend the rights or property of Orchards; and, (c) act under exigent circumstances to protect the personal safety of users of Orchards, or the public.

4. Keeping us up to date with your details and contact preferences

Please tell us as soon as any of your contact details change so that we can keep our records up to date. You can change the way we contact you or the kind of material we send you at any time or unsubscribe from our regular emails by contacting us at info@orchardsuk.org.



5. Use of cookies

The Orchards website use “cookies” to help you personalise your online experience. A cookie is a text file that is placed on your hard disk by a webpage server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you. Most browsers are set to automatically accept cookies by default, but you can change this setting. For instructions on how to find and accept/reject cookies for your browser, please read its help information.

6. Where we store your Personal Information

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (“EEA”). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. Orchards will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this *Privacy Policy*.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

7. Security of your Personal Information

Orchards secures your personal information from unauthorised access, use or disclosure. Orchards secures the personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorised access, use or disclosure.

8. Access to Information

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request will be Free of Charge and can be made via the email address below.

9. Contact Information

Orchards welcomes your comments regarding this *Privacy Policy*. If you believe that Orchards has not adhered to this Statement, please contact Orchards at info@orchardsuk.org.

This policy was last updated in September 2018 but will be subject to regular review.