

Privacy Policy

The following information outlines Norwood's privacy policy and legal disclaimer.

Introduction

This Privacy Policy applies to information collected on Norwood's website and our associated Challenges, Hope and Gift Shop websites. These websites are collectively referred to in this Policy as Norwood's website.

Norwood regards the privacy of those who use Norwood's website as very important. This Privacy Policy explains what personal information is collected about you and how we may use it. Norwood processes personal information in accordance with the Data Protection Act 1998.

This policy may change from time to time, so please check this page periodically.

1. **What personally identifiable information is collected from you**
2. **How your information is used**
3. **Who has access to your information**
4. **How you can access, update or delete your information**
5. **Security precautions in place to protect the loss, misuse or alteration of your information**
6. **Use of 'cookies' on the website**

1. What personally identifiable information is collected from you

When you visit the website, Norwood collects your IP address, and information regarding what pages are accessed and when. We also collect any information that you may choose to give voluntarily, such as contact details and history, interests, donation history and data protection consents.

For participants of Challenge events, we also collect medical information and passport data. If you make a donation online or purchase a product from us, your card information is collected by Barclays Bank plc, but is not held by Norwood.

2. How your information is used

As well as using it so we can send you communications you have requested or information about activities that may be of interest to you, Norwood may use your personal information to help us understand more about how our site is used, so that we can improve it, or the quality of our services. We may also use your information for marketing purposes, appeals and promotions, and to give you details of our fundraising, promotions and campaigns.

3. Who has access to your information

Norwood and organisations affiliated to Norwood are the sole owner of the information collected on this site. We will not sell, share, or rent this information to third parties without your express consent.

From time to time, where you have given consent, we may want to contact you about other Norwood services and products or pass your details to other companies affiliated to Norwood or that help us provide our services, or, similar organisations.

When you are using our secure online donation pages, your donation is processed by Barclays Bank plc, who specialise in the secure online capture and processing of credit/debit card transactions. If you have any questions regarding secure transactions, email info@norwood.org.uk

If you do not want to continue receiving information by email from us, you can [unsubscribe here](#).

4. How you can access, update or delete your information

The accuracy of your information is important to Norwood. We are working on ways to make it easier for you to review and correct the information that Norwood holds about you. If you change your email address, or any of the other information we hold is inaccurate or out of date, please [email us](#) at info@norwood.org.uk or write to the Data Protection Controller at **Norwood**, Broadway House, 80-82 The Broadway, Stanmore, Middlesex, HA7 4HB or call 020 8809 8809 and ask for the Database Team.

You have the right to ask for a copy of the information Norwood hold about you. Please write to the Data Protection Controller with details of your request. Once we are satisfied about your identity we will send you a copy of the requested information in accordance with the Data Protection Act. There may be a charge for information requests.

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

When you give Norwood personal information, we take steps to ensure that it is treated securely. Any sensitive information (such as credit or debit card details) is encrypted and protected with encryption software 128 Bit on SSL.

When you are on a secure page, a lock icon will appear on the bottom of web browsers.

Information transmitted normally over the Internet can never be guaranteed to be 100% secure during transmission. As a result, while we strive to protect your personal information, Norwood 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 use our best endeavours to ensure its security on our systems.

6. Use of 'cookies' on the website

Like many other websites, Norwood websites use 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.

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 the [AboutCookies website](#). Turning cookies off may result in a loss of functionality when using our sites.

This website uses cookies to help you in your interactions with the site. Most cookies are session cookies, lasting only for the duration of your visit and are deleted when you close your browser. No personally identifiable data is collected. Examples of the sort of information that is collected via session cookies are provided below. This list is not exhaustive:

- The last search term that you used within the site

- Your preference in terms of accessible viewing options
- A unique ID to track your session from page to page, which is vitally important should you sign into the site
- Which page you are looking at within a multi-paged index of content, or search results.
- If using our Norwood Gifts shop, the shop uses 2 session cookies. 1 is for normal shop pages and 1 is for encrypted / secure pages
 - Inside the cookie the shop only stores the session-id to be able to save the content of the shopping cart of the current customer while he/she browses through the shop-pages. When the customer closes his browser the cookie is deleted.

Certain cookies are persistent, meaning that they last beyond your session, enabling an enhanced user-experience when you return to the site. Again, a non-exhaustive list of examples of the use of persistent cookies includes:

- The option to “Remember my username” when signing-in to the site
- The fact that you have voted in a poll, so that you are prevented from voting multiple times
- This site uses Google Analytics (www.google.com/intl/en_uk/analytics) to allow us to track how popular our site is and to record visitor trends over time. Google Analytics uses a cookie to help track which pages are accessed. The cookie contains no personally-identifiable information, but it does use your computer’s IP address to determine where in the world you are accessing the site from, and to track your page visits within the site.

From time to time, we may embed external content from third-party websites (e.g. Facebook, YouTube) within our website. These websites may utilise cookies and the Privacy Policy that will apply to such third-party content will be that published on the website of that third-party content provider.

If at any time you have a question about anything contained in this statement or a general query on privacy, please do not hesitate to contact us:

Norwood

Broadway House
80-82 The Broadway
Stanmore
HA7 4HB
Tel: 020 8954 4555
info@norwood.org.uk

Norwood Ravenswood is a company limited by guarantee registered in England and Wales under no. 3263519 and registered as a Charity no. 1059050. Registered office as above.

Unsubscribing from Emails

If you do not want to continue receiving information by email from us, you can [unsubscribe here](#).

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