

Privacy Policy

This privacy policy is for the Cymorth Cymru website and other online communications, and governs the privacy of its users who choose to use it. We advise that you read this privacy policy as by using our website you will be bound by its terms.

This policy may change over time, so please check back regularly.

This policy tells you what to expect when Cymorth Cymru collects personal information via its website. It applies to information we collect about:

- Visitors to our website;
- People who subscribe to our mailing list;
- People who book onto our events;
- People who join Cymorth Cymru as members.
- People who may be interested in business opportunities such as sponsorship or exhibition;
- People who may be interested in attending our events such as those who work in the relevant sectors.

What is personal information?

Personal information is any information that can be used to identify or contact you, such as your name, phone number, email address and IP address – in technical terms, it's “information about any identified or identifiable living person”.

How do we acquire your personal information?

We collect information in a number of ways:

- For member subscriptions, a lead contact is chosen who we will contact regularly with updates and information about both policy developments and Cymorth Cymru services – this is chosen by the member organisation on joining each year;
- For mailing subscriptions, we will only collect and store information which you give us through forms on our site for the purpose stated on that form. We will only add your details to a contact database for marketing purposes if you give us permission to do so.

- For non-automated mailings, such as enquiries on an individual level, we may at times look online for business information and contact marketing leads, customer service individuals, or other relevant positions, to invite them to attend events, exhibit or sponsor, or to join us as members. When this happens, you are not included on any mailing lists, but may be stored on a list for potential customers.
- We may also automatically receive and store anonymous information, such as your IP address, browser type and whether you're looking at our site on a mobile device or not, when you interact with us. This type of information is stored in 'cookies' and are used to improve our website and user experiences. However, this data cannot be used by us to identify you. You can read more about how we use cookies on our cookies page.

For the most part, information is gathered through consent.

It is only with the lead contact, and prospective customers or policy contacts that we rely on legitimate interest as our legal basis for processing information. This is on several levels, as follows:

- Legitimately offering business opportunities to organisations who stand to benefit financially from exhibition and sponsorship;
- Legitimately contacting organisations involved in specific policy areas, to enable us to meet our Government-funded objectives, and also represent the wider interests of the housing and homelessness sector;
- Legitimately contacting individuals who may not yet be members, but who would benefit from membership, either free or paid.

What do we do with your personal information?

- For those who have been named as lead contacts for organisations, we use your personal details to give you the information or services you ask for. We can also use your information for administrative purposes, to let you know about changes and to provide information on events you have booked onto.
- We will use events booking entries to ensure you have access to information and updates about that specific event (such as joining instructions). This is held on our database but will not, unless you also subscribe to our mailing list, mean you will be emailed again by us for marketing purposes.

- For those who have subscribed directly to our mailing lists, information including newsletters and updates on our services will only be sent to you if you have agreed for this to happen. You may opt out from these communications at any time.
- For those who may have a legitimate business or public interest in accessing Cymorth services, we may at times email you directly on an individual basis, inviting you to take up membership, sponsorship, event places, or similar. We will never include you on an automated mailing list without your permission.
- We reserve the right to share your personal information if we are ever in a situation where we are legally obliged to.
- We may use IP addresses and other such personal data to recognise you when you visit or return to this site. This data remains anonymous and allows us to understand how users interact with our site, which helps us to improve the site's layout, performance and delivery. You can read more about how we do this on use in our [cookies policy](#).

How do we protect your personal data?

We take appropriate precautions to protect your personal data from loss, misuse, unauthorised access, alteration, disclosure and destruction in line with the EU General Data Protection Regulation (GDPR). However we cannot guarantee that any data transfer is 100% secure and cannot guarantee the security of any information you transmit. You transfer data at your own risk.

Please be aware that email and other electronic communications are not secure if they are not encrypted, and that your communications may pass through servers in a number of country jurisdictions before they reach us. We cannot accept responsibility for any unauthorised access or loss of personal data that stems from a cause beyond our control, and we cannot be held responsible for the actions or omissions of third parties who may misuse your personal data if it is unlawfully collected from this site.

Nonetheless, we have contacted all of our third party suppliers and are confident that they all have privacy policies and data policies in place.

How long will we keep your data?

We will hold your personal information until you ask us to remove it. In the event that we no longer require this information, we will delete any and all personal information and will not pass it on or sell it to third parties.

We reserve the right to hold financial data for tax purposes for the required 7 years, and to hold any other data that may be needed to meet legal requirements.

ClickDimensions

We use a third party provider, ClickDimensions, to deliver communications and to promote events. ClickDimensions allows you to unsubscribe from this email contact by clicking on unsubscribe on any of the emails sent. Our distribution lists are stored on a secure ClickDimensions server. We gather statistics around email opening and clicks to help us monitor and improve our e-newsletter and promotion of events. For more information please see Click Dimensions privacy information (<http://clickdimensions.com/about/privacy-policy/>).

Links to other websites

This privacy policy does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

What are your rights?

Under the EU General Data Protection Regulation, you have the right to access the information that we hold about you. To request this information, please email enquiries@cymorthcymru.org.uk with your full name and details of what you require.

Receiving this information will generally be free, but Cymorth Cymru reserves the right to charge a reasonable fee if the request is considered to be manifestly unfounded or excessive, particularly if it is repetitive. A fee may also be charged for further copies of the same information. However, these fees will be based purely on the administrative cost of providing this information.

If you believe that any information we are holding on you is incorrect or incomplete, please contact us as soon as possible. We will promptly correct any information found to be in error.

You also have the right to have your personal information deleted. Please contact us if you would like this to happen.

If you have any other queries or concerns, please don't hesitate to contact us at enquiries@cymorthcymru.org.uk.

If you are not satisfied with this, you have the right to make a complaint to the [Information Commissioner's Office](#). You can also use this link to learn more about your rights.

Our Data Controller is: Lisa Pryce-Jones, Finance & Systems Manager