

REHAB WITHOUT WALLS
WEBSITE PRIVACY POLICY

Data controller (“RWW”): Rehab Without Walls, 27 Presley Way, Crownhill
Milton Keynes MK8 0ES

Controller’s representative: Melanie Bristow, Director of Operations

Rehab Without Walls is committed to respecting the privacy of your personal information. This Privacy Notice explains our policy for dealing with personal information that we collect through our website; www.rehabwithoutwalls.co.uk.

Throughout this Policy, we refer to your "personal information" which means information which identifies you as an individual or from which your identity can be reasonably ascertained. Your email address and telephone number are examples of personal information.

We will post any changes to this Privacy Policy on the Website, so we encourage you to check this Website Privacy Policy from time to time.

Information collected

The information about you which we may collect through the Website includes:

- Information collected when you register for our newsletter, specifically your name and email address
- Any messages or comments you submit to us via the Website, eg. through an email or "contact form"
- Information collected when you participate in an online survey

In common with many commercial websites we also collect aggregated information which tells us about visitors to the Website. For example, we may collect information about the date, time and duration of visits and which pages of the Website are most commonly accessed. This information is used by us to help to administer and improve the Website. This data is collected using anonymised IP addresses and visitors are not individually identifiable (see Google Analytics below)

Cookies

We use a number of different cookies on our site. If you do not know what cookies are, or how to control or delete them, then we recommend you visit <http://www.aboutcookies.org> for detailed guidance.

The list below describes the cookies we use on this site and what we use them for. Currently we operate an ‘implied consent’ policy which means that we assume you are happy with this usage. If you are not happy, then you should either not use this site, or you should delete the cookies having visited the site, or you should browse the site using your browser’s anonymous usage setting (called “Incognito” in Chrome, “InPrivate” for Internet Explorer, “Private Browsing” in Firefox and Safari etc.)

Google Analytics - We use Google Analytics to collect information about visitor behaviour on our website. Google Analytics stores information about which pages you visit, how long you are on the site, how you got here and what you click on. This Analytics data is collected via a JavaScript tag in the pages of our site and is not tied to personally identifiable information. We therefore do not

collect or store your personal information (e.g. your name or address) so this information cannot be used to identify who you are.

You can find out more about Google's position on privacy as regards its analytics service at http://www.google.com/intl/en_uk/analytics/privacyoverview.html**Cookies**

Social Media - This website does include social media sharing buttons to 3rd party sites such as Facebook, Twitter, Google+ and LinkedIn, which may set 3rd party cookies. Please refer to these sites' individual privacy policies for further information.

Use & Disclosure of Information

In addition to providing our services to you, we may use personal information that we collect about you:

- For the purposes for which it was collected, such as processing enquiries or requests for information
- Where you have consented to the use
- To maintain our relationship with you, only with your explicit consent (e.g. by email marketing)
- For internal record keeping
- For marketing environmental analysis
- To the extent that we are required or authorised by law to do so.

Email marketing

Personal information collected, by consent, for the purposes of email marketing (name, firm and email address) is held in a secure database and processed by the marketing manager using Dotmailer, a web-based email marketing programme. Dotmailer analytics gather data about email opens, links clicked and forwards, which helps us to measure and improve the relevance and quality of our marketing communications. If you do not wish for us to collect this data, you can unsubscribe from the newsletter contact list at any time, either through the link on an email received or by contacting Claire Baxter, Marketing and PR Manager on 01908 560041 or info@rehabwithoutwalls.co.uk.

Controlling your personal information

We will not sell, distribute or lease your personal information to third parties unless we have your explicit permission or are required by law to do so, however we may share personal information with organisations that assist us by providing archival, auditing, consulting, delivery, technology and security services, acting as agents of Rehab Without Walls.

Employees, associates and agents of Rehab Without Walls may be given access to any Personal Information which we collect, but their use shall be limited to the performance of their duties and in line with the reason for processing. Our employees, associates and agents who have access to your personal information are required to keep that information confidential and are not permitted to use it for any purposes other than to enable you to use the Website or to deal with requests which you submit to us.

Links

The Website may, from time to time, contain links to the websites of other organisations which may be of interest to you. Linked websites are responsible for their own privacy practices and you should check those websites for their respective privacy statements.

Security

We use a number of mechanisms to protect the security and integrity of your personal information. Unfortunately, no data transmission over the Internet can be guaranteed as completely secure. So while we strive to protect such information, we cannot ensure or warrant the security of any information you transmit to us and you do so at your own risk. Once any personal information comes into our possession, we will take all reasonable steps to protect that information from misuse and loss and from unauthorised access, modification or disclosure.

Contact Details

You may request details of personal information which we hold about you. If you would like a copy of the information held on you please write to Rehab Without Walls, 27 Presley Way, Crownhill, Milton Keynes, MK8 0ES.

If you believe that any information we are holding on you is incorrect or incomplete, or have any other data protection related issues or queries, please write to Melanie Bristow, Data Protection Lead, as soon as possible at the above address. We will promptly correct any information found to be incorrect.

If you are concerned that we have breached a privacy law or code binding on us, please send an email marked "Urgent" to Melanie Bristow, Data Protection Lead, at info@rehabwithoutwalls.co.uk. We aim to respond in a reasonable time (normally 24 hours). Our Data Protection Lead will manage your complaint and will give you additional information about how it will be handled.

You have the right to complain to the Information Commissioner's Office (ICO) if you believe we have not handled your request in an appropriate manner. For information on contacting the ICO please see their website www.ico.org.uk.