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Your privacy is important to us at Raise The Roof Charity and the following describes how we collect and use information about people who visit our website.

### **1. Collecting Information**

We will collect personal information from you when you enquire about our activities, register with us, make a donation to us or otherwise provide us with personal information. We may also receive information about you from other people, if a friend or colleague refers you to our website.

We will also gather general information regarding the use of our website, such as which pages are visited most frequently. Only anonymous information and statistics will be used which do not identify individual visitors. This information helps us improve the services and information we offer on our website. We may use service providers to help us collect and analyse this information.

### **2. Personal Information**

The types of personal information collected might include name, email address, postal address, telephone number and we can also collect your opinions about a product, service or an issue.

### **3. How do we use this information?**

We will use your personal information to provide you with the information you have requested, for administration purposes and to further our charitable aims, including for fundraising activities.

We will use your personal information for our own marketing purposes unless you have indicated that you do not wish to be contacted. You can opt out of receiving any marketing materials at anytime by contacting the charity at [holly@raisetherooftcharity.com](mailto:holly@raisetherooftcharity.com)

### **4. Privacy and Security**

#### **Cookies**

'Cookies' are small pieces of information sent by a web server to a web browser, which enable the server to collect information from the browser. Essentially it takes the form of a small text file deposited on your computer's hard drive. RTR uses cookies to ensure that you can interact with our web sites successfully, to identify you when you visit our web sites and to keep track of your browsing patterns. The use of cookies does not give us access to the rest of your computer or to personal information about you.

#### **Personal Data Protection**

Information that you submit in an enquiry form is encrypted and stored on a secure server. We also use encryption and a secure server when you make a donation via our website. However, the transmission of information over the internet is never 100% secure so while we try to protect your personal information, we can't guarantee the security of any information you submit to us via our website.

We also take appropriate measures to ensure that the information we receive is kept secure, accurate and up to date and kept only for so long as is necessary for the purposes for which it is used. All access to our secure server is restricted only to authorised staff.

**Consent**

By providing us with your personal information you consent to the collection and use of that information for the purposes and in the manner described in this Privacy Policy.

**5. Other information**

If you would like us to correct or update any information, or if you would like information deleted from our records, then please email us at [xxx@raisetherooofcharity.com](mailto:xxx@raisetherooofcharity.com)

This privacy policy may be updated from time to time, so please check it periodically, continuing to use our website you will be deemed to have accepted any changes.

Links within our sites to other organisation websites are not covered by this privacy policy so you should read their privacy policies carefully.