

# Privacy Policy

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THE PARTIALLY SIGHTED SOCIETY, 1 BENNETTHORPE DONCASTER, DN2 6AA

## Privacy Policy

The Partially Sighted Society (registered charity number 254052) ("We") are committed to protecting and respecting your privacy.

This policy (together with and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting [www.partsight.org.uk](http://www.partsight.org.uk) you are accepting and consenting to the practices described in this policy.

For the purpose of the Data Protection Act 1998 (**the Act**), the data controller is 'Partially Sighted Society (THE)' (Company Registration Number 00917003) of 1 Bennetthorpe, Doncaster, DN2 6AA.

Information we collect from you

We will collect and process the following data about you:

- **Information you give us.** This is information that you provide when ordering products online at [www.partsight.org.uk](http://www.partsight.org.uk) (**Our Site**) or over the phone with our customer service team. Information you give us also includes information that you provide by filling in forms on Our Site or by corresponding with us by phone, e-mail or otherwise. It includes information you provide when you register to use Our Site, subscribe to our service, search for a product, participate in discussion boards or other social media functions on Our Site and when you report a problem with Our Site. The information you give us may include your name, address, e-mail address and phone number.
- **Information we collect about you.** With regard to each of your visits to Our Site we will automatically collect the following information:
  - technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, browser type and version, browser plug-in types and versions, operating system and platform.
  - information about your visit, including the full Uniform Resource Locators (URL), products you viewed or searched for, page response times, download errors, and any phone number used to call our customer service number.
- **Information we receive from other sources.** This is information we receive about you through a third party referral with your consent. We will notify you when we receive information about you from a third party and the purposes for which we intend to use that information.

## **Cookies**

Our Site uses cookies to distinguish you from other users of Our Site. Cookies are small amounts of information which we store on your computer. Cookies make it easier for you to log on to and use the site during future visits. They also allow us to monitor website traffic and to personalise the consent of the site for you. This helps us to provide you with a good experience when you browse Our Site and also allows us to improve Our Site. You may set up your computer to reject cookies, although, in that case, you may not be able to use certain features on Our Site. If you do not wish to receive cookies in the future, please contact us by post at The Partially Sighted Society, 1 Bennetthorpe, Doncaster, DN2 6AA or email [reception@partsight.org.uk](mailto:reception@partsight.org.uk).

## **Uses made of the information**

We use information held about you in the following ways:

### **Information you give to us.**

We will use this information:

- to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us;
- to provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about;
- to provide you, or permit selected third parties to provide you, with information about goods or services we feel may interest you. If you are an existing customer, we will only contact you by electronic means (e-mail or SMS) with information about goods and services similar to those which were the subject of a previous sale or negotiations of a sale to you;
- to notify you about changes to our service;
- to ensure that content from Our Site is presented in the most effective manner for you and for your computer.

### **Information we collect about you.**

We will use this information:

- to administer Our Site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to improve Our Site to ensure that content is presented in the most effective manner for you and for your computer;
- to allow you to participate in interactive features of our service, when you choose to do so;
- as part of our efforts to keep Our Site safe and secure;
- to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;
- to make suggestions and recommendations to you and other users of Our Site about goods or services that may interest you or them.

#### **Information we receive from other sources**

We will combine this information with information you give to us and information we collect about you. We will use this information and the combined information for the purposes set out above (depending on the types of information we receive).

- We only gather information that's necessary for us to deliver the best possible services and accomplish our goals. Our foremost priority is maintaining the security of personal information using appropriate technical and organisational measures in line with best practice and taking into account state-of-the-art technological advances. Your data is never disclosed to any other company or charity for marketing purposes.
- For the functionality of our services and to ensure we are compliant with legal requirements, The Partially Sighted Society collects information about:
  - the people we support and service users
  - supporters
  - donors

- fundraisers
- volunteers
- employees
- healthcare professionals we engage with

We also collect data to:

- provide services or goods
- provide information
- fundraise for our work
- perform administrative work
- perform research
- prevent or detect crime
- offer a more personalised experience via profiling and analysis to better understand our supporters.

We collect, store and use the following kinds of personal information:

- Your name and contact details, including postal address, telephone number and email address
- Your date of birth
- Which of our services you use or that we consider of interest to you
- Whether you're a tax payer so that we can claim Gift Aid

- Any other personal information you share with us as described above

### **Your financial information**

If you use your credit or debit card to donate to us, or make a purchase from our shop, we'll ensure this is done securely and in accordance with the Payment Card Industry (PCI) Data Security Standard. For more information about these Standards see here

– [https://www.pcisecuritystandards.org/about\\_us/](https://www.pcisecuritystandards.org/about_us/)

We don't store your credit or debit card details following the completion of your transaction. All card details are securely destroyed once the payment or donation has been processed. All purchases and donations completed online are handled securely by Stripe or PayPal. If you provide your card details to make a donation by phone only The Partially Sighted Society staff who are authorised and trained to process these payments are able to collect or see your card details for the duration of the transaction only.

### **Under 18s**

The Partially Sighted Society recognises the importance of protecting the privacy of children online. According to the UN Convention on the Rights of the Child, which the UK has ratified, a child is defined as any individual under the age of 18, unless they have attained majority earlier under applicable law. Under UK data protection legislation, individuals aged 13 and above can exercise their privacy rights. However, within Health and Social Care services, individuals aged between 13 and 16 are categorised as 'teens' and they may transition to 'young adults' services at age 17.

Due to this transitional age period, we will continue to require parental consent until the age of 16 to ensure that individuals have a full understanding of their rights and responsibilities regarding privacy.

The Charity prioritises the well-being and privacy of the children we support and will only process children's information with verifiable parental consent for anyone under the age of 16. The processing of children's data is aimed at improving our services, advancing research, supporting fundraising efforts and ensuring compliance with applicable regulations. We do not send any marketing communications directly to children under 16.

If we become aware that we have inadvertently collected personal data from a child without appropriate parental permission, we'll take prompt steps to delete such information from our systems. We encourage parents and guardians to be involved in their children's online activities and to monitor their online interactions to ensure that their privacy is protected. If you believe that your child has provided personal data to us without the appropriate permissions in place, please contact us (using the details provided under '[Contact Us](#)' below) so that we can review, update or delete the child's information from our records.

### **Disclosure of your information**

- We will never sell or share your personal information with a third party nor will we sell any information to a third party about your web browsing activity.
- The information you provide to us will be held on our computers and may be accessed by or given to our staff.

We will only disclose your personal information to third parties in the following events:

- If we sell or buy any business or assets, in which case we will disclose your personal data to the prospective seller or buyer of such business or assets.
- If The Partially Sighted Society or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce our terms and conditions of supply of goods [www.partsight.org.uk/terms](http://www.partsight.org.uk/terms) and other agreements; or to protect the rights, property, or safety of The Partially Sighted Society, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.
- To our nominated third party carriers to enable them to deliver your order and to contact you if there is a problem with delivery (i.e. telephone, name and address only.)

## **Where we store your personal data**

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted. Where we have given you (or where you have chosen) a password which enables you to access certain parts of Our Site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

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.

## **Your rights**

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us by post at The Partially Sighted Society, 1 Bennetthorpe, Doncaster DN2 6AA or email [reception@partsight.org.uk](mailto:reception@partsight.org.uk)

Our Site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## **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 subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

## **Changes to our privacy policy**

Any changes we make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.



## Contact Us

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to The Partially Sighted Society, 1 Bennetthorpe, Doncaster DN2 6AA or emailed to [reception@partsight.org.uk](mailto:reception@partsight.org.uk)

Date of review	Reviewed by	Trustee Review
12/11/2024	Anita Plant (CEO)	12/11/2024

