Leeds Older People's Forum

PRIVACY NOTICE & COOKIE NOTICE

Leeds Older People's Forum (LOPF) is committed to protecting your privacy when you use our services or website. In this policy, we explain how and why we collect your information, what we do with it and what controls you have over our use of it.

From time to time, we may add or change functions, features, or products on our Website, or add or change Services. This, and our commitment to protecting the privacy of your personal information, may result in periodic changes to this Privacy Policy. As a result, please remember to refer back to this Privacy Policy regularly to review any amendments.

LOPF is the Data Controller in relation to the personal information you provide. We can be contacted at the address given at the end of this policy.

Your privacy is of the greatest importance to LOPF, and we will never release your personal information to any outside company for mailing or marketing purposes.

By using this site or any of our Services accessed through it, you agree to the content of this Privacy Policy. Before you proceed to navigate our website, if you have any queries regarding this Privacy policy, or do not understand it, please contact LOPF at info@opforum.org.uk or call between 9 am – 5.00 pm (GMT) Mon-Fri.

WHAT DATA DO WE COLLECT AND WHY DO WE USE IT?

LOPF collects and processes information about you in order to:

Provide the products, services or information that you have requested, wish to buy or use.

You may be asked, either when you register with us, or at other times, for information about yourself, such as your name, e-mail address, postal address and telephone number.

You are under no obligation to provide this information, but if you do not, we may not be able to provide certain services or personalise your experience or tailor our Services for you.

We may disclose your personal information to regulatory authorities to comply with a law or legal request, to address security, fraud, or technical matters, or to protect our and your rights or interests.

LOG FILES / I.P. ADDRESSES

When you visit our website, we automatically log your IP address (the unique address that identifies your computer on the internet), which is automatically recognised by our web server. We may use IP addresses to help us administer our website and to collect broad demographic information for aggregate use. We do not link IP addresses to personally identifiable information.

NON-PERSONAL INFORMATION

We may automatically collect non-personal information about you, such as the type of internet browser you use or the site from which you linked to our website. You cannot be identified from this information, and it is only used to assist us in providing an effective service on our website.

COOKIES

This website does not set any cookies.

THIRD PARTY COOKIES

When you visit LOPF, you may encounter some Cookies that are not related to our website or company. If you go on to a web page that contains embedded content, for example from YouTube, you may be sent Cookies from these websites. If you 'share' our website content with friends through social networks – such as Facebook and Twitter - you may be sent Cookies from these websites. As we have no control over these Cookies, we recommend you check the third-party websites for more information about their Cookies and how to manage them.

To learn more about the Cookies on your device set by other companies, and opt out of them if you wish, please see the Network Advertising Initiative website. Find out more here: www.networkadvertising.org/choices/

WITH WHOM IS THE INFORMATION SHARED?

LOPF will not share, sell, or rent your personal information to third parties, except in the event of a sale of the company. However, we may disclose your personal information to third-party suppliers who provide services on our behalf if you have opted in and/or given consent for this.

INFORMATION ABOUT PRODUCTS AND SERVICES

It is very important to us that we provide you with the highest level of service. In order to help us do this, from time to time, LOPF may send you details of our products and services that we think may be of interest to you, but only if you have previously 'opted in' to receiving information from us. If at any time you do not wish to receive further details or communication from us, please e-mail us at info@opforum.org.uk or click on the unsubscribe link in any of our emails.

SECURITY

LOPF places great importance on the security of all information associated with our users. We have appropriate security measures in place to protect against the loss, misuse and alteration of customer data under our control. For example, only authorised personnel have access to user information protected by strong passwords, along with up-to-date firewalls and anti-virus software. While we cannot ensure or guarantee that loss, misuse or alteration of data will not occur, we use our best efforts to prevent this.

WHERE IS ANY INFORMATION STORED?

Information that we collect is stored in a secure CRM database. Information submitted by you may be transferred by us to reputable third-party suppliers, which may be located outside the European Economic Area. Not all countries outside the EEA have data protection or privacy laws.

COMMENTS / SUBJECT ACCESS REQUESTS

Individuals can find out if we hold any personal information by making a 'subject access request' under the EU General Data Protection Regulation. If we do hold information about you, we will:

(i) Give you a description of it;
(ii) Tell you why we are holding it;
(iii) Tell you who it could be disclosed to; and
(iv) Let you have a copy of the information in an intelligible form.

Please e-mail or write any questions, concerns or comments you have about our Privacy Policy to:

E-Mail: info@opforum.org.uk

Address: Leeds Older People's Forum, E1 Josephs Well, Hanover Walk, Leeds LS3 1AB

COMPLAINTS

We are committed to ensuring that your personal data is processed lawfully, fairly and securely. If you have any questions or concerns about how we process your data, please contact us at the address above, and we will attempt to resolve any issues you have. If you remain unsatisfied, you can contact the

Information Commissioner's Office at:-

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 or contact: www.ico.org.uk