

## Privacy Policy

PAS is committed to protecting your privacy, which is why we have adopted this Privacy Policy. Here we describe how your personal information is gathered, processed, and used by PAS. We will make every effort to ensure that our activities keep within the spirit of this Privacy Policy. Please note that by visiting and using [pas.org.uk](http://pas.org.uk), you are accepting the practices described in this Privacy Policy.

### About us

PAS is a volunteer-based planning advice, information and education service. As such we keep information on the volunteers that work with us, as well as those who use our services or wish to donate. For more information on what data we gather and what we do with it, please keep reading this Privacy Policy.

### What information do we gather?

#### Personal data you provide

Whether you are a volunteer or someone who wishes to use our planning advice service or wishes to donate, we may ask for a few personal details for our records. These details may include your:

- Full name
- Date of birth
- E-mail address
- Home number
- Personal number
- Bank details

Whenever we request the identity of a visitor, we will clearly indicate why we need this information before the information is requested.

#### From your computer

Every computer connected to the Internet is provided with a domain name (e.g. earthlink.net) and an IP Address (e.g. 65.15.36.78). When a visitor requests a page from within the PAS website, our web servers automatically identify and log the HTTP request that is made to our web server. This information reveals nothing personal about you. In fact, the only information that we automatically gather and log is as follows:

- The IP Address of the site that may have referred you.
- Your IP Address
- The web page that you may have linked to us from, if any.
- The Product Identifier for Version and Make of Browser
- The Operating System platform that you may be running (e.g. Macintosh or Windows)
- Search words or terms that are passed from a search engine (e.g. Google or Yahoo)

There is absolutely nothing special about the information just described, and the practice of collecting this data has been generally standardized by virtually every Web Server on the Internet today.

## How we use your data

We only ever use your personal data with your consent, or when it is necessary in order to:

- Enter into, or perform, a contract with you
- Comply with a legal duty
- Protect your vital interests
- For our own (or a third party's) lawful interest, provided your rights don't override these.

## Marketing

We use personal data to communicate with you, to promote PAS and to help with fundraising. This includes keeping you up to date with announcements, news, portfolio additions, and new products or services. If you do not wish to receive this information, you can unsubscribe at any time.

## Administration

We use personal data for administrative purposes (i.e. to carry on our planning advice service and volunteer management). This includes:

- Receiving donations
- Maintaining databases of our volunteers, members and supporters
- Performing our obligations under membership contracts
- Fulfilling orders for goods or services (whether placed online, over the phone or in person)
- Helping us respect your choices and preferences (e.g. if you ask not to receive marketing material, we'll keep a record of this)

## Internal research and analysis

We carry out research and analysis on our members, donors and volunteers, to measure impact and the effectiveness of our communications. This helps inform our approach towards communication to make PAS a stronger and more effective organisation. Understanding our members, their interests and what they care about also helps us provide a better experience (e.g. through improved volunteer management).

## Mailing

PAS maintains a strict 'no spam' policy that means we do not intend to sell, rent, or otherwise give your e-mail address to a third party without your consent.

## How we protect your data

PAS uses reasonable precautions to keep the information disclosed to us secure. This includes having an exclusive server, password protected databases and records, and keeping hard copies of personal data in a locked cabinet. Furthermore, we are not responsible for any breach of security or for any actions of any third parties that receive the information.

PAS also provides links to a wide variety of other websites on the Internet. We are not responsible for their Privacy Policies or how those websites manage information about their users. We strongly urge you to check with those websites to determine their Privacy Policy.

Electronic data and databases are stored on secure computer systems and we control who has access to information (using both physical and electronic means). Our staff receive data protection training and we have a set of detailed data protection procedures which personnel are required to follow when handling personal data.

## Payment security

No credit card information is stored on our servers. All transactions are processed by PayPal Inc. or Eventbrite and details are not available to us. Please refer to the relevant company's privacy policy if you have any concern.

Of course, we cannot guarantee the security of your home computer or the Internet, and any online communications (e.g. information provided by e-mail or our website) are at your own risk.

## How long we store information

We will only use and store information for so long as it is required for the purposes it was collected for. How long information will be stored for depends on the information in question and what it is being used for. For example, if you ask us not to send you marketing e-mails, we will stop storing your e-mail accounts for marketing purposes (though we'll keep a record of your preference not to be e-mailed).

We continually review what information we hold and delete what is no longer required. We never store payment card information.

## Why we keep your data

There are several reasons why we ask for and keep data you offer and can include the following:

- To provide you with advice and support that you have requested or been referred to
- To process personal details required for the administration of your booked training course
- To record and contact you regarding payments you make to PAS
- To administer services PAS is providing to you
- To communicate with you regarding PAS's work, fundraising, and campaigning activities
- To process donations and administer Gift-Aid information for any donation you make to PAS
- To provide you with information about and to administer events
- For our own internal administrative purposes, and to keep a record of your relationship with us
- To manage your communication preferences
- To process job applications and volunteer placements
- To conduct surveys, research, and gather feedback
- To obtain information to improve PAS's services and user experience
- To carry out research to find out more information about our volunteers' backgrounds and interests
- To comply with applicable laws and regulations, and requests from statutory agencies

We gather information from your computer for the following reasons:

- PAS has found it advantageous to examine visitor traffic to its website so that we can ensure maximum compatibility for the various browsers and operating systems that visit our site by analysing visitor patterns.

## What about cookies?

Cookies are small pieces of data that are transferred to your computer's hard drive through your web browser from our web server. A cookie cannot read data from your hard disk or read cookie files that may have been created by other sites. The PAS website utilizes cookies as a means of providing personalization features to our visitors. For example, we utilize cookies to remember settings that you may have made at our website. You can choose whether to accept cookies by changing the settings of your browser. Typically, by accessing the browser's help feature you can obtain information on how to prevent your browser from accepting all cookies or to notify you when a cookie is being sent. If you choose not to accept these cookies, your experience at our website and other websites may be diminished and some features may not work as intended.

## Disclosing information to third parties

PAS will only disclose your personal information or any of its log file information when required by law or in the good-faith that such actions are necessary to:

- Conform to the edicts of the law or comply with a legal process served on PAS
- Protect and defend the rights or property of PAS, or visitors of PAS
- Identify persons who may be violating the law, the legal notice, or the rights of third parties
- Cooperate with the investigations of alleged unlawful activities

## Keeping you in control

We want to ensure that you remain in control of your personal data. Part of that is making sure you understand your legal rights, which are as follows:

- The right to confirmation as to whether or not we have your personal data and, if we do, to obtain a copy of the personal information we hold (this is known as subject access). This will not be subject to a fee unless your request is manifestly unfounded or excessive. In this case, it will also be possible that we refuse the request.
- The right to have your data erased (though this will not apply where it is necessary for us to continue to use the data for a lawful reason)
- The right to have inaccurate data rectified
- The right to object to your data being used for marketing or profiling
- Where technically feasible, you have the right to personal data you have provided to us which we process automatically on the basis of your consent or the performance of a contract. This information will be provided in a common electronic format.

Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

## Consent

In addition, PAS will not send you e-mail that you have not agreed to receive. If you are a member of our mailing list, you will be contacted with announcements, news, portfolio additions, and new products or services. You have the option of unsubscribing from our mailing list at any time, thereby disabling any further such e-mail communication from being sent to you. If you wish to have specific

communications with a member of the PAS staff, you will be required to provide specific information that will be routed to the appropriate contact within PAS.

## Complaints

If you wish to file a complaint, please contact [erin@pas.org.uk](mailto:erin@pas.org.uk) and we will get in touch with you as soon as possible to rectify any issues.

If you are not happy with our response, or you believe that your data protection or privacy right have been infringed you can complain to the UK Information Commissioner's Office which regulates and enforces data protection law in the UK. Details on how to do this can be found at [www.ico.org.uk](http://www.ico.org.uk).