

# Privacy Policy

Our privacy policy is to respect and protect the privacy of visitors to this website. This policy statement tells you how we collect information from you and how we use it. It will assist you in making informed decisions when using our site and our services.

## **The data we collect**

We may request personal information such as your name, email address, postal address, etc when using this website. We may also collect this information to help us personalise and deliver relevant, benefit-driven content including newsletter emails. You are under no obligation to provide any personal data if you don't want to.

We also use personal information for purposes of administering and expanding our business activities, providing customer service and making available other products and services to our customers and prospective customers. Occasionally, we may also use the information we collect to notify you about important changes to our web site and new services we think you will find valuable. If you would rather not receive this information please let us know.

The web site also collects aggregate information from all web site visitors. This aggregate data is used to customise our web site content to deliver a better experience for our users and will in no way personally identify you.

## **Use of IP Address**

An IP address is a number that's automatically assigned to your computer whenever you're surfing the web. Web servers automatically identify your computer by its IP address. On occasions, we collect IP addresses for the purposes of system administration, to analyse aggregate information, and to audit the use of our site.

## **Use of Cookies**

Cookies are pieces of information that a web site transfers to an individual's hard drive for record-keeping purposes. Cookies make web-surfing easier for you by saving your preferences while you're at our site. The use of cookies is an industry standard - you will find them at most major web sites.

By showing how and when visitors use our site, cookies help us see which areas are popular and which are not. Many improvements and updates to the site are based on such data as total number of visitors and pages viewed and this information is most easily tracked with cookies. We use cookies to better understand and improve areas of the web site that our users find valuable. While both of these activities depend on the use of a "cookie", visitors to the web site always have the option of disabling cookies via their browser preferences.

Most browsers are initially set up to accept cookies. You can reset your browser to refuse all cookies or indicate when a cookie is being sent. However, note that some parts of this web site may not function properly or may be considerably slower if you refuse cookies.

In addition, we have implemented a Google Advertising feature 'Google Analytics Demographics and Interest Reporting'. This enables Google Analytics to collect data via Google advertising cookies and anonymous identifiers, in addition to data collected through a standard Google Analytics implementation. This will help us to better understand our users and help us provide more relevant information to them. We will not facilitate the merging of personally-identifiable information with non-personally identifiable information collected through any Google advertising product or feature without prior consent from the site's users. You can opt-out of Google Analytics Advertising Features by using this tool: <https://tools.google.com/dlpage/gaoptout>

There are also a variety of Ad settings available on computer, tablet and mobile phone settings.

### **Supplementary Information**

We may acquire information about individuals from other sources and add such information to our house files.

### **Disclosure**

We will not publish, give, sell or rent your information to anyone, ever. However, we reserve the right to disclose user information in special cases when we have reason to believe that disclosing this information is necessary to identify, contact or bring legal action against someone who may be causing injury to or interference with (either intentionally or unintentionally) our rights or property, other users, or anyone else who could be harmed by such activities. We also reserve the right to disclose user information when we believe in good faith that the law requires it.

Information is made available through Local Authority Website FIS web pages and in addition DirectGov ([www.direct.gov.uk](http://www.direct.gov.uk)) and other Government licensed web sites. Please note that Information available via the internet may be accessed by people in countries and territories outside the European Union (EU) which may operate different levels of data protection than apply in the United Kingdom.

### **Links to Other Sites/ "Public" Areas**

You should be aware that when you are on this web site, you could be directed to other sites that are beyond our control. There are links to other site pages that take you outside our service. These other sites may send their own cookies to users, collect data or solicit personal information. The privacy policies of these other sites may significantly differ from ours. We are not responsible for the privacy practices of any other sites and cannot guarantee the security of any of your personal information collected there.

### **Security**

Protecting the security of all personally-identifiable information associated with our guests is of the utmost concern to us. Once we receive your transmission, we will take reasonable precautions to ensure its security on our systems. Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. As a result, while we take all reasonable steps to ensure the security of our users' personal information and maintain their privacy, we cannot guarantee or warrant the security of any information you disclose or transmit to us online and cannot be responsible for the theft, destruction, or inadvertent disclosure of such personal information.

### **Privacy Policy for Minors**

We do not knowingly collect information from children. If you are under 13, please do not provide any personal information to us.

### **The List Owner (the Data Controller)**

The List Owner and Data Controller is Achieving for Children, Civic Centre, 44 York Street, Twickenham, TW13BZ.

### **Access to your own data**

If you are unhappy or need to re word your information you can do this on line using your login or you can be provided with a copy of your own personal data that we collect on line and maintain in our database. To contest and correct inaccuracies, or request that your personal data be deleted, please send an e-mail and we will respond quickly.

### **Your Acceptance of the Terms of this Privacy Policy**

By using this site, you signify your assent to our Privacy Policy. If you do not agree to this policy, please do not use this site. The terms of this Privacy Policy may change from time to time without prior notice to

you, so please check this page periodically for any changes. Your continued use of this site following the posting of changes to these terms will mean you accept those changes.

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