

PRIVACY POLICY

We want to reassure you that we are committed to protecting and respecting your privacy, to ensure that it is stored and processed in a fair and lawful way.

This policy explains when, why, and how we might use any personal data you provide to us, and how we keep it secure. Please read this carefully to understand our practices regarding your personal information.

If you have any questions about the way we store your data or our about privacy practices you can ask us via our contact page on our website.

What information do we collect about you?

Personal information we collect includes details such as your name, date of birth, email address, postal address, telephone number, as well as other information you provide in any communications between us. You will have given us this information whilst making a donation, registering for an event, placing an order on our website or any of the other ways to interact with us.

When do we collect your information?

We may collect your information when you interact with us directly. This includes when you ask us about our activities and services; register your interest or sign up to an event or training; purchase something or otherwise provide us with your personal information. It also includes when you phone us, visit our website or get in touch via email or post.

How is your information used?

All the information we collect is to help people and those concerned about them, get the help they need when they are struggling with thoughts of suicide. We want to give you the best possible experience when you donate or interact with us in any other way.

We may use your information to:

- process a donation or payment that you have made, including Gift Aid
- process an order that you have submitted, or fulfil another contract of this nature.
- keep a record of your relationship with us
- view or process your form submissions
- see your views or comments on the services we provide
- send you communications which you have requested and that may be of interest to you. This might include information about campaigns, appeals, other fundraising activities, promotions of you associated companies' goods and services, inviting you to participate in surveys or research.

If you share your personal experience or the experiences of a friend or relative, we may also collect this information. If you provide us with any sensitive personal information by telephone, email or by other means, we will treat that information with extra care and confidentiality and always in accordance with this Privacy Policy.

You can of course decide if you want to remain anonymous, if you are happy to share your personal details with volunteers, or if you would like us to share your story with the media or other parties as part of our work telling people's personal stories about suicide loss and prevention.

If you do not provide this information, we will not be able to process your donation, sign you up for a particular event or provide goods and services you have requested.

You have a choice about whether or not you wish to receive information from us. We will only send you direct marketing communications from us if you have indicated you would like to and given us prior consent.

How do we use your information?

In some cases, we will only use your personal information where we have your consent or because we need to use it in order to fulfil a contract with you (for example, because you have placed an order on our website).

However, there are other lawful reasons that allow us to process your personal information and one of those is called 'legitimate interests'. This means that the reason that we are processing information is because there is a legitimate interest for Ian's Chain to process your information to help us to achieve our vision of ensuring that everyone experiencing thoughts of suicide gets both support and respect.

Whenever we process your personal information under the 'legitimate interest' lawful basis we make sure that we take into account your rights and interests.

Your rights

Access to your personal information: You have the right to request access to a copy of the personal information that we hold about you, along with information on what personal information we use, why we use it, who we share it with, how long we keep it for and if it has been used for any automated decision making. You can make a request for access free of charge. Requests can be made verbally and in writing, and you should provide us with evidence of your identity. We can provide the data electronically or verbally if requested.

Right to object: You can object to our processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes. Please contact us as noted above, providing details of your objection.

Consent: If you have given us your consent to use personal information (for example, for marketing), you can withdraw your consent at any time.

Rectification: You can ask us to change or complete any inaccurate or incomplete personal information held about you.

Erasure: You can ask us to delete your personal information where it is no longer necessary for us to use it, you have withdrawn consent, or where we have no lawful basis for keeping it.

Portability: You can ask us to provide you or a third party with some of the personal information that we hold about you in a structured, commonly used, electronic form, so it can be easily transferred.

Restriction: You can ask us to restrict the personal information we use about you where you have asked for it to be erased or where you have objected to our use of it.

Who has access to your information?

We undertake regular reviews of who has access to information that we hold to ensure that your information is only accessible by appropriately trained volunteers.

We will never sell or rent your information to third parties. We will never share your information with third parties for marketing and advertising purposes.

Third Party Service Providers working on our behalf

When you are using our secure online donation pages, your donation is processed by a third party processors or specialise in the secure online capture and processing of credit/debit card transactions. If you have any questions regarding secure transactions, please contact us.

Security

When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive information (such as credit or debit card details) is encrypted and protected. Security precautions are in place to protect the loss, misuse or unrequested alteration of your information.

Non-sensitive details (your email addresses etc) are transmitted normally over the internet or in the post, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your security, we cannot guarantee the security of any information you transmit to use and you do at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our website, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Security precautions are in place to protect the loss, misuse or alteration of your information

Links to other websites

Our website may contain links to other websites run by other organisation. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites, even if you access those using links from our website.

In addition, if you have been linked to our website from a third party site we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.