



Challenging Perceptions C.I.C

Park Lane Centre, Park Lane, Woodside
Telford, TF7 5QZ

How we use your personal details

General Data Protection Regulation (GDPR)



Further information can be found at ico.org.uk

Overview

The General Data Protection Regulation (GDPR) seeks to protect and enhance the rights of data subjects. These rights cover the safeguarding of personal data, protection against the unlawful processing of personal data and the unrestricted movement of personal data within the EU. It should be noted that GDPR does not apply to information already in the public domain.

Customers are increasingly trying to seek greater control and clarity about how their personal data is used and protected by the organizations that they interact with. Challenging Perceptions as a Community interest company and is an example of an organization which stores data about its service users. We value the confidence that a customer places in us and take the responsibility of protecting personal data very seriously.

Information we collect

Personal information that we may collect, and process includes:

- Contact information that allows us to communicate with you, such as your name, job title, age and prefix, mailing address, telephone numbers, email address or other addresses that allow us to send you messages and company information.

- Relationship information that helps us to do business with you, such as product and service preference, contact preferences, languages, marketing preferences and demographic data, support needs.
- Transactional information about how you interact with us, including purchases, enquiries, customer account information, order and contract information, billing and financial data, details for taxes, transaction and correspondence history, and information about how you use and interact with our websites.
- Security and compliance information that helps us to secure our interests, including information for conflict checks, fraud prevention and internal verification, as well as information necessary for the security of our premises, such as visual recordings.

Security and our data systems

Security Measure for protecting personal information: We apply appropriate technical physical and organizational measures that are reasonably designed to protect against accidental or unlawful destructions, loss, alteration, unauthorized disclosure or access, and against other unlawful forms of processing personal information. Access to personal information is restricted to authorized recipients on a need-to-know basis. We maintain comprehensive information security that is proportionate to the risks and to protect personal information, considering industry-accepted practices. We will also use enhanced security measures when processing any sensitive personal information.

How we protect personal information we process on behalf of our customers: In some instances, we process personal information on behalf of our customers for a specific service in a data processor capacity. We collect and process this personal information on behalf of our customers only as instructed by our customers and will not use or disclose it for our own purposes. We maintain information security controls to protect a customer's information and will only disclose or transfer the personal information as instructed by the customer.

Website

Cookies, Usage Data and other similar tools.

When a user visits our website, we may collect certain information by automated means, using technologies such as cookies, browser analysis tools and server logs. In many cases, the information we collect using cookies and other tools is used in a non-identifiable way, without any reference to personal information.

Cookies are small text files that a website transfers to your computer or other devices hard drive through your web browser when you visit a website. We may use cookies to make website browsing more efficient and improve the functionality of our website. Cookies can be used for performance management, and for collecting information on how our website is

being used for analytical purposes. They can also be used for functionality management, enabling us to make the users visit more efficient by, for example, remembering language preferences. There are two types of cookies: session cookies, which are deleted from your device after you leave the website; and persistent cookies, which remain on your device for longer or until you delete them manually.

You can change your browser settings to block or notify you when you receive a cookie, delete cookies or browse our website using your browser anonymous usage setting. Please refer to your browser instructions or help screen to learn more about how to adjust or modify your browser settings. If you do not agree to our use of cookies or similar technologies which store information on your device, you should change your browser settings accordingly. You should understand that some features of our websites may not function properly if you do not accept cookies or these technologies.

Linked Sites: We may provide links to third parties' websites ("linked sites") from our website. Linked sites are not necessarily reviewed, controlled or examined by us. Each linked site may have its own terms of use and privacy policy, and users must be familiar and comply with all such terms when using linked sites. We are not responsible for the practices or policies of any linked site, or any additional links contained in them. These links do not imply our endorsement of the linked sites or any company or service and we encourage users to read these linked sites' terms and conditions prior to using them.

Sharing your information

We only share personal information with other organizations where it is lawful to do so. This would be in accordance with our confidentiality policy. Challenging Perceptions processes data for local and national funders. For example, age, gender, mental health conditions of service users. At no point is the names, addresses or any identifiable data shared.

Retention

We will retain your personal information if necessary to achieve the purpose for which it was collected, usually for the retention duration is 7 years any period thereafter as legally required or permitted by applicable law.

Your rights

You may request to access, rectify, or update your inaccurate or out-of-date personal information by contacting our CEO by emailing us at info@cptelford.co.uk. To the extent of

the applicable law, you may have the right to request erasure of your personal information, restriction of processing as it applies to you, object to processing and the right to data portability. You may also have the right to lodge a complaint with a supervisory authority.

Consent and Withdrawal of Consent

By providing personal information to us, you understand and agree to the collection, processing, international transfer and use of such information outlined in this notice. Where required by applicable law we will ask you explicit consent.

You may always object to the use of your personal information for direct marketing purposes or withdraw any consent previously granted for a specific purpose, free of charge by contacting our office on 01952 897333 or by emailing us at info@cptelford.co.uk.

Automated Decision-Making

Although Challenging Perceptions does not use automated software to determine whether you can use our services, Challenging Perceptions respects your rights under law regarding automated decision making.

This policy has been endorsed by the Board of Directors at Challenging Perceptions.

Challenging Perceptions

Signature:

Name:

Title: