



St Catherine's

Specialists in Speech, Language and
Communication Needs
School - College - Post 19

ST CATHERINE'S WEBSITE, MARKETING AND FUNDRAISING PRIVACY POLICY

St Catherine's is a registered charity (charity number 288148, 288148:2) and a registered company limited by guarantee (company numbers 01757474 – England and Wales, 12675770 - England and Wales). Our registered name is St Catherine's – Speech & Language and St Catherine's - Speech & Language for Young Adults and Adults and our registered office is St Catherine's, Grove Road, Ventnor, Isle of Wight PO38 1TT.

Here at St Catherine's we take your data protection seriously and this Privacy Policy is designed to explain how we use any personal information we collect about you when you use our website and/or sign up to receive newsletters and/or fundraising /marketing updates and communications.

Any data we hold will be held in compliance with UK Data Protection legislation, the EU General Data Protection Regulation and with all other laws concerning the protection of personal information, including the Privacy & Electronic Communications (EC Directive) Regulations 2003. We may update this policy from time to time, so please ensure you regularly check the policy section of our website to review it.

What information do we collect about you?

When you visit our website we collect information about you that you provide to us when you:

- submit an enquiry or send us an email;
- email us to get involved in our work, register for an event or make a donation;
and
- send us a job application.

You may also provide personal information to us in other ways, such as over the phone or by engaging with St Catherine's via social media.

All of this information is provided directly by you. If you decide not to provide relevant information, this may hinder our ability to respond to your visit to our website efficiently and may mean that we will not be able to take any further action to support your enquiry.

We also collect information about your use of our site through the use of cookies.

How will we use the information we collect?

The data provided by you will be processed for legitimate business and/or contractual reasons to:

- respond to your enquiry and/or provide the services that you have requested;
- process your job application if you have made one;
- process donations, including Gift Aid; and/or
- send you information that you request from us relating to our products and services.

By signing up to our e-newsletter, you are providing your consent for us to communicate with you in this way. You are able to opt out of these communications at any time. If you no longer wish to be contacted you can let us know by writing to Susan Graves, Fundraising and Marketing Manager at the above address or emailing fundraising@stcatherines.org.uk.

We may also use your site usage information to improve our website, understand how you use our site and provide more relevant content to you.

We occasionally use third party companies to process data on our behalf – for example to help us better understand who our supporters are or to evaluate the effectiveness of our services. We may also use third parties to process donations and direct debits.

If/when we do share our data for these purposes, the data remains our property at all times: these ‘data processors’ act only under our instructions and are not permitted to use your information for their own purposes. We check carefully that our third party suppliers are as compliant with data protection law and regulations as we are. When we outsource the processing of your information to third parties or provide your information to third party service providers, we oblige those third parties to protect your information with appropriate security measures and prohibit them from using your information for their own purposes or from disclosing your information to others.

We never sell your data to any third parties and you will not receive offers or communications from other companies or organisations as a result of giving your details to us.

We do not send your personal data outside the EEA.

We will store your data only as long as is required to process your enquiry or provide the services that you have requested.

St Catherine’s does not base any decisions about the personal data you have provided solely on automated decision-making.

Your rights in relation to your personal data

Under certain circumstances, by law you have the right to:

- request access to your personal data;
- request correction of incomplete or inaccurate personal data we hold about you;
- request erasure of your personal data;
- object to processing of your personal data;
- request the restriction of processing of your personal data; and
- withdraw your consent to the processing of your personal data.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information that is inaccurate and you have the right to request to be forgotten by us. You also have the right to request a copy of the information that we hold about you. To exercise any of your rights please contact us in writing at our address above or email fundraising@stcatherines.org.uk.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us to analyse data about web page traffic and improve our website in order to tailor it to visitor needs. We use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

We take your privacy very seriously and comply with the recent UK and EU law on handling cookies.

Other websites

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 22nd August 2024.

How to contact us

Please contact Susan Graves, Fundraising and Marketing Manager, at the address above or email fundraising@stcatherines.org.uk if you have any questions about our privacy policy or information we hold about you.

If you have any concerns or comments about how we use information, we would like to hear from you. Alternatively, you may contact the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues for guidance and advice, or to lodge a complaint.

The ICO may be contacted at:

- www.ico.org.uk (online);
- Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (post); and
- 0303 123 1113 (local rate telephone) or 01625 545 745 (national rate telephone).

Cookies used on this websites

Cookie Name	What it does
ASPSESSID	Only set if you log into the website, only used to keep you logged into the website.
Google Analytics _utma _utmb _utmc _utmz	Used to track your movement around the website, we use this information to see what information is popular and then tweak the website to ensure people access the most relevant information easily. This is a 3 rd party cookie set by them and is governed by their privacy policy, which can be found at https://www.google.com/policies/privacy/
Vimeo	This may be set if we have embedded a Vimeo video on a page. This is a 3 rd party cookie set by them and is governed by their privacy policy, which can be found at https://vimeo.com/cookie_policy
Facebook	Only set if any official facebook widgets are included in the site. This is a 3 rd party cookie set by them and is governed by their privacy policy, which can be found at https://www.facebook.com/policy.php
Twitter	Only set if any official twitter widgets are included in the site. This is a 3 rd party cookie set by them and is governed by their privacy policy, which can be found at https://twitter.com/privacy

Browser specific instructions to block and remove cookies

- Internet Explorer: <http://support.microsoft.com/kb/196955>
- Firefox: <http://support.mozilla.org/en-US/kb/Cookies>
- Google Chrome: <http://support.google.com/chrome/bin/answer.py?hl=en&answer=95647>
- Opera: <http://www.opera.com/browser/tutorials/security/privacy/>
- Safari: <http://docs.info.apple.com/article.html?artnum=32467>
- Safari iOS: <http://support.apple.com/kb/HT1677>
- Android: <http://support.google.com/mobile/bin/answer.py?hl=en&answer=169022>
- Blackberry: [Turn off cookies in the browser](#)

- Windows Phone: [Changing privacy and other browser settings](#)

For further information please visit: <https://ico.org.uk/for-organisations/guide-to-pecr/cookies-and-similar-technologies/>

Policy updated: August 2024

Charity register no: 288148, 288148:2

Company registered by guarantee: 1757474,12675770