

## **Privacy and Cookies**

At D&H we are committed to protecting your privacy. The purpose of this statement is to explain how D&H processes your data when making a donation or purchase or just browsing our website.

### **Protecting your data**

D&H takes appropriate technical and organisational measures to keep your data safe. We use “cloud-based” applications to process some types of personal data and data may be stored outside of the European Economic Area. Where this happens, we ask our suppliers to provide evidence that they have the appropriate measures in place to make sure that your data is secure.

### **Sharing information outside of D&H**

We do not share or sell personal information to third parties for marketing purposes. D&H will keep your personal information confidential unless we are required to disclose it by law (for example, in connection with a police investigation).

### **If you donate to D&H**

When you donate money to D&H, we may collect and process information about you. This information may include your financial details, name, email address, postal address, telephone or mobile number or date of birth. Some of this information may come from external sources.

We may use your information for several purposes including:

- To process donations you have made
- If you have consented, to update you about our work and activities (from time to time these updates may include requests for financial support)
- For administration purposes (for example, we may contact you regarding a donation you have made or the event you have registered for)
- For internal record keeping, including the management of any feedback or complaints
- To invite you to participate in surveys or research (this is voluntary)

When you donate via our website, the data is stored on a secure server. We also take appropriate measures to ensure the information disclosed to us is kept protected and up to date.

### **Marketing communications**

If you donate to D&H, we will ask you if we can stay in touch and keep you up to date with our fundraising activities and the work of the foundation. We will also ask you how you would like us to stay in touch – by mail, telephone, email or text message:

- If you have given us your postal address, we may send you direct mail by post unless you have told us that you would prefer not to receive information in this way
- If you have given us your telephone number, we may telephone you about our work unless you

have told us that you prefer not to be contacted in this way

- If you are registered with the Telephone Preference Service, we will only call you if you have told us that you are happy to receive telephone calls from us
- If we are contacting you by email or text, we will tell you how you can opt out of further communications

Where we work with event/ challenge organisers who collect your personal information as part of the registration process, if you have consented to contact from D&H as part of registration, your contact details will be passed to us and we will contact you as referenced by the third-party supplier.

We will hold your personal information on our systems for as long as is necessary for the relevant activity. If you have indicated that you do not wish to be contacted, we will retain your details on a suppression list to help ensure that we do not continue to contact you.

### **Keeping your information up to date**

If you have provided us with your details, but decide later that you no longer want to receive information from us or your personal details have changed, simply update your preferences on our website.

### **Using our website**

#### *Do we use 'Cookies'?*

Our website uses cookies, as almost all websites do, to help provide you with the best experience we can. Cookies are small text files that are placed on your computer or mobile phone when you browse websites. You can find more information about cookies [here](#).

Almost all websites use cookies to ensure that you can interact with our website successfully. Our cookies help us:

- Continuously improve our website for you
- Make our services more efficient

We do not use cookies to:

- Collect any personally identifiable information (without your express permission)
- Collect any sensitive information (without your express permission)
- Pass data to advertising networks
- Pass personally identifiable data to third parties
- Pay sales commissions

#### *Our own cookies*

None

### *Third party cookies*

- Google Analytics: These cookies help tell D&H how many people have been to the site before, what time people visited the site and what pages were looked at. No personal information is stored:
  - “\_utma” stores each user’s number of visits, time of the first visit, the previous visit and the current visit and expires two years after your last visit to the site
  - “utmb” and “\_utmc” checks how long a visitor stays on the site, when a visit starts and ends and expire 30 minutes after your visit, or after 30 minutes of inactivity, or when you close your browser
  - “utmz” tracks where a visitor came from (search engine, search keyword, link) and expires six months after it was last set
  - For more information, see Google’s help pages and Google’s privacy policy [here](#)

### *Removing cookies*

If you want to prevent our cookies being stored on your computer in future, you may do so by referring to your internet browser's instructions.



