

Wood Street Mission Website Terms & Conditions and Privacy Notice

This website is owned and operated by Wood Street Mission. References to “we”, “us”, or “our” in these Terms & Conditions and Privacy Notice are references to Wood Street Mission, a company limited by guarantee registered in England and Wales, registered company number: 03849322; and a charity registered in England and Wales, registered charity number: 1078337.

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Privacy Notice - How we collect and use personal information

The privacy and security of your personal data is very important to us.

How we collect your data:

We collect different types of data in different ways, depending on how you use the Wood Street Mission website and services. We collect:

1. Anonymous data automatically collected from all visitors to our website
2. Financial and personal data that website visitors voluntarily submit to make a donation through a secure third party donation site – <https://cafdonate.cafonline.org> or www.justgiving.com or www.virginmoneygiving.com or <https://squareup.com>
3. Personal data (name, address, email, company you work for where relevant) that visitors voluntarily submit to confirm their consent to receive our postal or email newsletter, through a secure third party site – www.mailchimp.com. If you have requested to receive our newsletter through the post, your data will also be shared with our chosen mailing house www.121directmail.co.uk – only for the purpose of getting the newsletter to your address via post.
4. Personal data (name, address, email, company you work for where relevant) and financial data that visitors voluntarily submit to register for one of our events, through a secure third party site – www.eventbrite.co.uk or www.trybooking.com/uk
5. Personal and financial data from donors contacting us by post, phone and email
6. Personal data from service users contacting us by post, phone and email

How we store and use your data:

Your personal data will also be stored on our internal database Harlequin, a secure, password protected database that can only be accessed by relevant members of the Wood Street Mission team.

As detailed above, we may share your personal information with companies that perform services on our behalf. However they are required by contract to protect the confidentiality of the personal information we share with them and to use it only to provide specific services on our behalf. Wood Street Mission will not sell, give or trade your information to third party organisations for marketing purposes.

Your personal data will be stored on the above named secure sites. The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area

("EEA"). By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

If you are a supporter, we may use your data to:

- Provide you with the information you asked for
- Administer your donation or support your fundraising, including processing gift aid
- Keep a record of your relationship with us
- Ensure we know how you prefer to be contacted

If you are a service user, we may use your data to:

- Invite you to access our services or particular projects or events, and keep track of what help you have received
- Make sure we have up to date contact details for you
- Organise delivery of items to you
- Make sure the services we provide are meeting the needs of families who come to us

How you can change, delete or access your personal data

- You have the right to ask us to correct anything that you think is incorrect with the personal data we have stored about you.
- The right of access allows you to ask us for full details of the personal data that we have stored about you.
- The right to object gives you the right to tell us to stop using your information. If you are subscribed to one of our email newsletters, you can opt-out at any time by clicking on the unsubscribe button. You can also change the email address you would like us to use.

If you would like us to completely delete all the information we have on record about you, or for any requests regarding your personal data, please contact mark@woodstreetmission.org.uk, call 0161 834 3140, or write to us at 26 Wood Street, Manchester, M3 3EF.

Third Party Websites

This site contains links to websites operated by parties other than Wood Street Mission, over which we have no control. The inclusion of these links does not imply endorsement of any of the material on those sites, and you access these links at your own risk. We cannot be held responsible for the privacy of data collected by websites not managed by Wood Street Mission.

This privacy policy may be updated from time to time, so please check it periodically.

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Registered Charity Number - 1078337