



FORWARD Privacy Policy 2019

FORWARD (Foundation for Women's Health Research and Development) a registered charity (charity number: 292403) is committed to protecting individual privacy by carefully looking after any personal information that you share with us. In this privacy policy we set out how FORWARD uses and protects any personal information or data that you give to us, as well as your rights in relation to your personal data. If you have any concerns or questions about how we use personal information, please contact us at forward@forwarduk.org.uk or write to us at FORWARD, Suite 4.7 Chandelier Building, 8 Scrubs Lane, London NW10 6RB and we will respond as quickly as we can.

You can access all pages on our website without telling us who you are and without revealing any personal information. We collect anonymous data including the browser's visitor use, what time the site was visited and which pages are most viewed. This enables us to evaluate the site and work to improve it.

FORWARD takes the security of your personal data very seriously. When you give FORWARD personal information, we do all we can to ensure that it is treated securely. Unfortunately, no data transmission over the internet can be guaranteed to be completely secure. So while we strive to protect your personal information, we cannot guarantee the security of your data transmitted to our site and therefore any transaction is at your own risk. Once we have received your information, we will take reasonable steps and all other precautions required by law to protect that information from misuse and loss and from unauthorised access, modification or disclosure.

FORWARD must comply with the applicable law and this may mean that we are compelled to disclose some or all of your personal information if legally requested to do so. FORWARD can only use or process your personal data for a specific purpose or purposes. We can only retain your personal data for as long as is necessary for that purpose or purposes and will then securely destroy it. We are committed to keeping our records up to date. FORWARD will never release or share or sell your information to anyone outside FORWARD unless you agree to us doing so.

You can ask FORWARD to amend the personal data we hold for you and your preferences for how we communicate with you at any time. We will endeavour to amend our records within 2 weeks of you contacting us.

This Policy explains when and why we collect personal information about people, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.



How do we collect information from you?

'Personal data' is any information relating to an identifiable person. FORWARD obtain information about you when you contact us via phone, in person, by email, referrals and when you use our website. Any information we collect and store may be accessed by our staff, to enable us to effectively communicate with you.

What type of information is collected from you?

The personal information we collect might include: your name, address, telephone number, email address, names of family members, health issues and details of other services you are in contact with, information you provide to help us monitor equal opportunities, this can be personal data (or "sensitive data") such as your gender, nationality and racial or ethnic origin, disability, sexual orientation, faith, educational attainment and carer responsibilities.

Other information about you, that is otherwise lawfully obtained, including images from FORWARD's events, quotes, and social impact information.

PERSONAL DATA FORWARD HOLDS- We use and process data in the following specific ways:

- **Supporters and Donors**

FORWARD relies on donations to support our work. To process individual donations we collect and process your name, contact details, and information about the donation and any Gift Aid. This is based on the legal basis of pursuing our legitimate interests of receiving donations to support our work.

If you would like to receive updates about our work and fundraising appeals we will use your contact details to communicate with you, in the format that you choose. This processing and contact is based on your consent. You can unsubscribe from electronic communications at any time.

We will not place you under undue pressure to support us. If we get things wrong, please let us know and we will take on board your views and endeavour to improve our communication in the future.

We want to improve how we talk to you and the information we provide. We may send out selected information that we think may be particularly appropriate to you, based on an understanding of the data that we hold about you.



- **Subscribers to our bulletins and newsletters**

Provided that you confirm your consent to us contacting you, we will keep you up to date with our plans, campaigns, activities and appeals.

If you would like to receive updates about our work and fundraising appeals we will use the contact details which you provide to us to communicate with you, in the format that you choose. This processing and contact is based on your consent. You can unsubscribe from electronic communications at any time.

- **Survivors**

Sometimes women who have been affected by violence contact us in order to access support. We are conscious that women contacting us may be vulnerable and disclose sensitive information to us. We will endeavour to provide you to appropriate support services or signpost/refer to relevant services when appropriate.

FORWARD will not share your information without your consent unless required to do so by any applicable law.

If you provide personal information to us, for example your name and contact or other details, we will be extremely careful to keep your information safe.

- **Employees and other colleagues**

When you apply to work for us, as an employee, a trustee or as a volunteer to provide our services, we collect information as part of the application and assessment procedure including your name, contact details, and experience, and we may ask for references and criminal record information.

When you work with us we will continue to process your personal data in order to manage our relationship with you. This processing is based on the legal basis of it being necessary for your employment contract or for pursuing our legitimate interests of managing our professional relationship, and protecting the people we provide services to.

If you wish to update the purposes for which we process your data you can do so by contacting us at: forward@forwarduk.org.uk

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We are required under UK tax law to keep your basic personal data (name, address, contact details) for a minimum of 6 years after which time it will be destroyed. We will hold your personal



information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us

You have the right to ask for a copy of the information FORWARD hold about you.

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

When you give us personal information, we take steps to ensure that it's treated securely. We take steps to store your data securely including to ensure that only certain personnel with password protected authentication can access personal data for the purposes set out on section on 'How is your information used'.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

16 or Under

We are committed to protecting the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information. However, we understand that in cases of forced marriage or "honour" based violence this may not be possible. In case of life threatening risks, we will take your information seriously. We might need to contact third parties such as social services, the police or lawyers with your consent. However, if there is a life threatening risk we may need to contact third parties such as social service, the police or lawyers without your consent.

Transferring your information outside of Europe

As part of the services offered to you, the information which you provide to us may be transferred to countries outside the European Union ("EU"). These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

Review of this Policy

We keep this Policy under regular review. This Policy is dated May 23rd 2018.



COOKIES

What Are Cookies

As is common practice with almost all professional websites this site uses cookies, which are tiny files that are downloaded to your computer, to improve your experience. This page describes what information they gather, how we use it and why we sometimes need to store these cookies. We will also share how you can prevent these cookies from being stored however this may downgrade or 'break' certain elements of the sites functionality

How We Use Cookies

We use cookies for a variety of reasons detailed below. Unfortunately in most cases there are no industry standard options for disabling cookies without completely disabling the functionality and features they add to this site. It is recommended that you leave on all cookies if you are not sure whether you need them or not in case they are used to provide a service that you use.

Disabling Cookies

You can prevent the setting of cookies by adjusting the settings on your browser (see your browser Help for how to do this). Be aware that disabling cookies will affect the functionality of this and many other websites that you visit. Disabling cookies will usually result in also disabling certain functionality and features of the site. Therefore it is recommended that you do not disable cookies.

Third Party Cookies

In some special cases we use cookies provided by trusted third parties. The following section details which third party cookies you might encounter through this site.

Google Analytics

This site uses Google Analytics which is one of the most widespread and trusted analytics solution on the web for helping us to understand how you use the site and ways that we can improve your experience. These cookies may track things such as how long you spend on the site and the pages that you visit so we can continue to produce engaging content. For more information on Google Analytics cookies, see the official Google Analytics page.

Social media

We also use social media buttons and/or plugins on this site that allow you to connect with your social network in various ways. For these to work the following social media sites – Facebook & Twitter – will set cookies through our site which may be used to enhance your profile on their site or contribute to the data they hold for various purposes outlined in their respective privacy policies.

Embedded content

Some of the content on our site is provided by third parties. This includes but is not limited to: YouTube. When you visit a page containing content from one of these sites a cookie may



be set. We do not have any control over these cookies and you should check the relevant third party website for more information about these.

This policy is effective from 23rd May 2018.