

## Privacy Policy

At Let's Read Ltd, we're committed to protecting and respecting your privacy.

Let's Read Ltd subscribes fully to the Data Protection Act (1998) and the E-communications Act (2003). We will use our best endeavours to comply with the General Data Protection Regulation (GDPR) and will be fully compliant by 25 May 2018. Let's Read Ltd will never intentionally misuse or allow others to misuse any personal data it collects or holds.

This Policy explains when and why we collect personal information about people who visit our website, 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.

Any questions regarding this Policy and our privacy practices should be sent by email to [info@letsread.co.uk](mailto:info@letsread.co.uk) or by writing to Let's Read Ltd 15a Monument Way East Woking Surrey GU21 5LY. Alternatively, you can telephone 01483 757931.

### Who are we?

Let's Read Ltd is a registered charity (no. 1127199) and company limited by guarantee (no. 6732164). The registered address is 15a Monument way East Woking Surrey GU21 5LY.

We are a group of people who are passionate about literacy and wish to make a difference to the lives of young people who struggle to read.

### How do we collect information from you?

We obtain information about you when you use our website, for example, when you contact us about volunteering, literacy, books and services, to make a donation, or if you register to receive one of our newsletters.

### What type of information is collected from you?

The personal information we collect might include your name, address, email address, IP address, and information regarding what pages are accessed and when. If you make a donation online, your card information is not held by us, it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions, as explained below.

### How is your information used?

We may use your information to:

process a donation that you have made;

process a volunteer application;

to carry out our obligations arising from any contracts entered into by us and you;

process necessary DBS checks

seek your views or comments on the services we provide;

notify you of changes to our services;

send you communications which you have requested and that may be of interest

to you. These may include information about appeals, other fundraising

activities, promotions of our projects and services;

process a grant or funding application.

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 (for example the collection of Gift Aid). 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.

Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf: We may pass your information to our third party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to process donations and send you mailings). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties beyond our Let's Read organisation for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

When you are using our secure online donation pages, your donation is processed by a third party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions. If you have any questions regarding secure transactions, please contact us.

Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about the vital work we do helping young people to read, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have

indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: [info@letsread.co.uk](mailto:info@letsread.co.uk) or telephone on 01483 757931.

#### How you can access and update your information

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: [info@letsread.co.uk](mailto:info@letsread.co.uk) or telephone on 01483 757931

You have the right to ask for a copy of the information Let's Read Ltd holds about you (we may charge £10 for information requests) to cover our costs in providing you with details of the information we 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. Any sensitive information (such as credit or debit card details) is encrypted and protected with the following software 128 Bit encryption on SSL. When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer.

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.

#### Use of 'cookies'

Like many other websites, the Let's Read website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better more personalised service.

It is possible to switch off cookies by setting your browser preferences.

#### Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them by using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

## 16 or Under

We are concerned to protect 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.

## Photography

We may use group photographs with very general captions such as, "Year 2 class choosing their books".

We will only use pictures of children who are suitably dressed, to reduce the risk of such images being used inappropriately.

We seek permission from parents/guardians, either directly or via school partners, to use photographs of their children for the website and other promotional purposes and subject to the above guidelines

## Review of this Policy

We keep this Policy under regular review. This Policy was last updated in May 2018