

# PROJECT MAMA

## Web Privacy Notice and Cookies Policy

### Who are we?

This website (the “**Website**”) is operated by Project MAMA, called in this notice “**we**”, “**our**” or “**us**”. We are an unincorporated charitable organisation.

### Purpose of this notice

This privacy notice tells you about the information we collect about you when you visit our Website or otherwise provide us with information.

It also tells you how you can exercise [Your Rights](#) (including the right to object to some of the data handling we carry out).

Disregard information regarding Cookies as we do not currently use cookies on projectmama.org

### What personal data do we collect?

#### 1. Site traffic data and information about your computer

#### How do we use this data?

When you browse our Website, we use cookies to collect:

- **Information about your use of our Website** – we collect standard internet log information and details of visitor behaviour patterns.
  - We use this information to record visitor numbers, their use of different areas of the Website and any useful features or links. We do not use this information in any way that would identify you personally.
  - We use a third party, Google Analytics, to collect this information but it is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.
- **Information about your computer**; this includes your IP address, operating system and browser type.
  - We use this information to help maintain the security of our Website and to identify trends so that we can improve its performance.
  - We also use this information to customise the Website according to your interests and to ensure the Website’s content is presented as effectively as possible for you.
  - We do not use this information in any way that would identify you personally.

We collect this information for the purpose of our legitimate interests in maintaining and managing our Website and ensuring its security. If you do not want us to collect this information you can use your web browser’s “do not track” (“DNT”) facility to tell us that you don’t want to be tracked when you visit our Website. Further information about DNT can be found at <https://allaboutdnt.com>.

For more information about how we use cookies on our Website, see our [Cookies Policy](#).

**How long do we keep this information for?**

We will only keep information about your visit to our Website for as long as is necessary for the purposes we've mentioned.

**Who do we share this information with?**

We share information about visitors to our Website with service providers who help us administer and manage the Website.

**Where do we transfer this information to?**

Information we collect about your use of our Website is stored within, and not transferred outside of, the European Economic Area.

**2. Information you send us if you contact us with an enquiry**

**How do we use this data?**

If you contact us with a general query or enquiry, we will use the information you send us so that we can send you a response. When we use your personal data for this purpose, we do so for our legitimate business interest in communicating with you in accordance with your wishes and expectations. We will also use this data for the purpose of our legitimate interests in accessing appropriate professional advice.

**How long do we keep this information for?**

We will only keep your information for as long as is necessary in order to manage your query. We usually keep records of routine queries for 6 months.

**Who do we share this information with?**

We will share your data with our service providers and our professional advisers if this is necessary in order to resolve a query.

Otherwise we will not share your information with any third party unless we have your permission or are required to do so by law.

**Where do we transfer this information to?**

Information we hold in order to queries or enquiries is stored within, and not transferred outside of, the European Economic Area.

**3. Referrals**

**How do we use this data?**

We will use information sent in support of a request for support in order to assess eligibility for the support we offer and to respond to such requests.

When we use personal data in this way, we do so with the consent of the expectant mother who is seeking our support. This consent can be withdrawn at any time. Agencies and statutory services submitting requests for support on behalf of expectant mothers should do so only with their specific consent.

**How long do we keep this information for?**

We usually retain personal data supplied in connection with a referral only for as long as necessary to assess eligibility for our services. If we are unable to offer support in response to a referral, any identifiable information supplied using our referral form will be deleted.

**Who do we share this information with?**

We treat all information supplied in connection with a request for support in complete confidence. It will be accessed only by our volunteers who have a responsibility to handle all information regarding our service as confidential.

Otherwise we will not share this information with any third party unless we have the permission of the woman that the information relates to or we are required to do so by law.

**Where do we transfer this information to?**

Information supplied in connection with referrals is stored within, and not transferred outside of, the European Econom

**4. Information about donors****How do we use this data?**

If you use our Website to make a donation, we will keep a record of your donation and your contact details for our record keeping and accounting purposes. We will not use it for any other purpose. We collect this information because it is necessary for the purpose of our legitimate interests in maintaining record keeping and accounts.

**How long do we keep this information for?**

We keep information regarding your donations for 3 years.

**Who do we share this information with?**

We share information about your donations with our suppliers and service providers where this is necessary to manage on-line payments. Your details will also be accessed by our volunteers and professional advisers for record keeping and accounting purposes. Otherwise we will not share your information with any third party unless we have your permission or we are required to do so by law.

**Where do we transfer this information to?**

Information supplied in connection with financial donations is stored within, and not transferred outside of, the European Economic Area.

**5. Information you give us when you sign up for our newsletter.****How do we use this data?**

If you sign up for our newsletter we will use your details to provide you with our newsletters by email. We can only do this with your consent. You can withdraw your consent at any time by *using our unsubscribe feature*.

**How long do we keep this information for?**

Information we hold for direct marketing purposes so that we can send you newsletters is held by us for as long as you continue to be interested in receiving our marketing communications.

**Who do we share this information with?**

We share this data where necessary with our volunteers and service providers so that we can manage the distribution of our newsletter. Otherwise we will not share your information with any third party unless we have your permission or we are required to do so by law.

**Where do we transfer this information to?**

Information about subscribers to our newsletter is stored within, and not transferred outside of, the European Economic Area.

**6. Information about users of our service.****How do we use this data?**

We maintain records about users of our service so that we can match them with suitable Mothers Companions, provide support, and ensure service continuity. These records are maintained and used only with the consent of the expectant mother they relate to. This consent can be withdrawn at any time during face to face meetings, or by telephoning us (tel:xxx) or by emailing us [ xxx@xxx]

**How long do we keep this information for?**

We keep records about users of our service for as long as we continue to provide them with support. After this time we will only keep records in an anonymised form.

**Who do we share this information with?**

Information about users of our service is accessed by our volunteers, including our volunteer Mother Companions. All our volunteers are required to treat this information as confidential and will not usually share it externally without specific consent. There are some exceptions to this. If it is strictly necessary in order to protect the vital interests of a child or an expectant mother, we may have to share information with external agencies without consent. We do not otherwise share personal data about users of our services with external agencies without their consent unless we are required to do so by law.

**Where do we transfer this information to?**

Information about subscribers to our newsletter is stored within, and not transferred outside of, the European Economic Area.

**Your Rights**

You can ask us at any time to provide you with a copy of your personal data. In relation to personal data you have supplied to us, and which is held by us on the basis of your consent, you are entitled to ask us for a copy of this information in a structured, commonly used and machine readable format so that you can reuse it or share it with other organisations.

If you think the personal data we hold about you is inaccurate or incomplete, you can ask us to correct it or complete it.

In some circumstances you also have the right to object to our processing of your data and can ask us to restrict our use of your data and to delete it.

If you wish to exercise any of these rights you should contact us <https://projectmama.org/contact/>

### Contacting us and your rights of complaint

If you have a concern about the way we handle your personal data you have the right to complain to the Information Commissioner (ICO). You can find details of how to do this on the ICO website at <https://ico.org.uk/concerns/> or by calling their helpline on 0303 123 1113.

This privacy notice was last updated on 09/05/17.

## WEBSITE COOKIES POLICY

### What are cookies?

A cookie is a data file, which often includes a unique identifier, that is sent to your browser from a web server and is then stored on the hard drive of the device you are using to browse the website. Each website you visit can send its own cookie to your browser if your browser's preferences allow it, but to protect your privacy your browser only permits a website to access cookies it has already sent to you, not cookies sent to you by other sites.

Users have the opportunity to set their devices to accept all cookies, to notify them when a cookie is issued, or not to receive cookies at any time. Each browser is different, so check the 'Help' menu of your browser to learn how to change your cookie preferences. Please be aware that blocking cookies may affect the functionality of the website.

### How we use cookies

You can find more information about the types of cookies we use and the purposes for which we use them in the table below:

Category 1: Strictly Necessary Cookies	
These are required for the operation of a website. Examples are cookies used for online shopping baskets or to protect against fraud.	<b>Notice for users:</b> <i>These cookies are essential in order to enable you to move around the website and use its features, such as accessing secure areas of the website. Without these cookies, services you have asked for, like shopping baskets or e-billing, cannot be provided.</i>
Category 2: Analytical/ Performance Cookies	
These cookies collect information about how visitors use a website (for example, as part of Google Analytics or Omniture)	<b>Notice for users:</b> <i>These cookies collect information about how visitors use a website, for instance, which pages visitors go to most often, and if they get error messages from web pages. These cookies don't collect information that identifies a visitor. All information that these cookies collect is aggregated and,</i>

	<i>therefore, anonymous. It is only used to improve how a website works.</i>
<b>Category 3: Functionality Cookies</b>	
These are used to recognise users when they return to a website. They remember user choices and enable the personalisation of content.	<b>Notice for users:</b>  <i>These cookies allow the website to remember choices you make (such as your user name, language or the region you are in) and provide enhanced, more personal features. These cookies can also be used to remember changes you have made to text size, fonts and other parts of web pages that you can customise. They may also be used to provide services you have asked for such as watching a video. The information these cookies collect may be anonymised and they cannot track your browsing activity on other websites.</i>
<b>Category 5: Social Media Cookies</b>	
These cookies allow you to share what you've been doing on the website on social media such as Facebook and Twitter.	<b>Notice for users:</b>  <i>These cookies are not within our control. Please refer to the respective privacy policies for how their cookies work.</i>

### **How to control and delete cookies**

If you wish to restrict or block the cookies which are set on the Website (or, indeed, on any other website) you can do this through your browser settings. The 'Help' function within your browser should tell you how.

Alternatively, visit <http://www.allaboutcookies.org/> for comprehensive information on how to do this on a wide variety of browsers. You will also find details on how to delete cookies from your computer, as well as more general information about cookies.

Be aware that restricting cookies may affect your ability to navigate and use our Website.

### **Contact us & your rights of complaint**

You have the right to make a complaint to the UK Information Commissioners' Office ('ICO') or to seek a remedy through the courts if you believe that your rights have been breached.

If you have a concern about any aspect of our privacy practices, including the way we've handled your information, you can report it to the ICO). You can find details of how to do this on the ICO website at <https://ico.org.uk/concerns/> or by calling their helpline on 0303 123 1113.