



Privacy policy

ASF-UK is a charity registered in the UK and a company limited by guarantee. This privacy policy details how we process and use any personal information collected about you through your use of this site.

Your privacy is important to us. We will only use the information that we collect about you lawfully (in accordance with the Data Protection Act 1998 and the General Data Protection Regulations). We only use your information as set out below.

If after reading this page you have any queries about this website and your privacy, please contact admin@asf-uk.org.

Data Protection Principles

We are required by the UK GDPR to ensure that we follow six principles whilst we are processing your information and it is these principles that are central to our processing procedures. Your information will be:

- Used lawfully, fairly and in a transparent way;
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes;
- Relevant to the purposes we have told you about and limited only to those purposes;
- Accurate and kept up to date;
- Kept only as long as necessary for the purposes we have told you about; and
- Kept securely.

What information do we collect about you and how?

We collect information about you when you apply for membership, participate in one of our workshops and seminars, volunteer with us or get tickets to our events.

We collect information about you through direct interaction with you by email, phone or other means.

We also collect information if you register to receive our newsletter, or other marketing materials.

Website usage information is collected using cookies (please see below).

In order to comply with our legal obligations, we store: personal information of people who work or have worked and volunteered with us; Disclosure and Barring checks on workers – which may include some Criminal Offences data; and payment details for our suppliers.

Types of personal information that we may collect include:

- Name
- Address
- Email address
- Telephone number
- Information on your affiliation with any organisations
- Information on your payment methods (please see below)
- Photograph

We do not normally collect “special categories” of sensitive personal data. Special category information includes; race or ethnicity, religion, sexual orientation, political views, trade union membership and physical or mental health. In the event you provide us with any special category data, we will take extra care to ensure your rights are protected.

Cookies

By default, this website uses cookies, text files placed on your computer, to identify you as a distinct individual to the extent that it is necessary for you to use this website. We do not use this data to identify individual visitors and nor do we ever sell this information to third parties. You can change the settings in your browser to refuse cookies. However, in a few cases some of our website features may not function as a result.

The types of cookies used by this website are:

Platform-generated cookies (`_foundation...`)

Cookies placed to provide standard website functionality like remembering whether someone is logged in and remembering the status of their orders. These cookies are set with a name starting with '`_foundation[...]`'

New Relic error tracking (nr-data.com `JSESSIONID`)

We use New Relic to process logs and help us troubleshoot errors. New Relic places a session cookie to facilitate this.

HotJar analytics (vars.hotjar.com `_hj...` `_BEAMER...`)

We use HotJar, an analytics service, to monitor user behaviour across the platform. This data is anonymised and it is used to allow us to continuously improve the software, making it more intuitive for end-users and administrators.

Cloudflare (`_cfuid`)

Cookies placed to apply security settings.

Stripe (`_stripe_mid`)

Cookies placed to manage the payment process.

We do not currently use Google Analytics.

For further information about cookies visit www.aboutcookies.org or www.allaboutcookies.org

Information on your payment methods

Payments on our website are collected by [GoCardless](#) or [Stripe](#). Your payment details, such as card numbers, direct debit mandates, and other information necessary to make an online payment are securely stored by either GoCardless or Stripe - ASF-UK doesn't have access to this information and we don't store these details directly on our servers or in our databases. However, we have access to see the last 4 digits of your credit/debit card, the type of card used and/or your direct debit mandate number (but not your bank details).

How will we use this information about you?

We collect information about you to process and manage your membership, or your application to our workshops and seminars, booking for events, and to improve our offers and services in order to process your requests. If you agree, we will email you with news updates and information about other events, offers or services we think may be of interest to you. Your information collected from the website is used to personalise your repeat visits to our website.

We also collect information where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

As an international company, copies of our email/telephone contacts database are occasionally used by ASF-UK team members working outside the UK. We also use commercial third parties such as MailChimp which store information on servers based outside the UK but which meet the GDPR requirements as they carry Privacy Shield certification.

We will not share your information for marketing purposes with companies outside our organisation unless you have given us permission to do so when requesting further details about a partner offer.

We only retain your information for as long as necessary.

Newsletters and Marketing

We would like to send you information about our work, events, offers, and opportunities such as callouts for volunteering opportunities by email and through our newsletter. By disclosing your personal information to us and signing up to receive our newsletter, you consent to the collection, storage and processing of your personal information by ASF-UK in the manner set out in this Privacy Policy. You may opt out at a later date.

Security

We take appropriate technical and organisational measures to guard against unauthorised or unlawful processing of your personal data and against accidental loss or destruction of, or damage to, your personal data. While no computer system is completely secure, we believe

the measures implemented by our site reduce the likelihood of security problems to a level appropriate to the type of data involved. However, it remains your responsibility:

- To ensure no-one else uses your membership account;
- To log off or exit from your membership account when not using it; and
- To keep your password or other access information secret.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Our staff and contractors have attended appropriate training, and they receive a 'refresher training' once a year.

ASF-UK is ICO registered. Our Registration number is: ZA803666.

Your rights

You have a right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please email admin@asf-uk.org.

Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us at the following address:

ASF-UK
27, Dingley Place
London
EC1V 8BR
Email: admin@asf-uk.org.

We want to make sure that your personal information is accurate and up-to-date. You may ask us to correct or remove information you think is inaccurate.

Other websites

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

Complaints

We take any complaints we receive about the collection and use of personal information very seriously. We would encourage you to bring it to our attention if you think that our collection or use of information is unfair, misleading or inappropriate. You can make a complaint at any time by contacting us (see contact details section below).

If you think our collection or use of personal information is unfair, misleading or inappropriate or if you have concerns about the security of your personal information, you also have the

right to make a complaint to the Information Commissioner's Office. You can contact the Information Commissioner's Office at the following address:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Contact us:

You can e-mail us at admin@asf-uk.org or write to us at the following address ASF-UK, 27, Dingley Place, London, EC1V 8BR.

This Privacy Policy is governed by the laws of England and Wales.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page.

This privacy policy was last updated on 12th May 2021.

Approved by:

Melissa Kinnear (Chair)

Rowan Mackay (Member of the Management Committee)