

## **Quicken Trust Privacy Policy and Terms of Use**

Quicken Trust takes your privacy seriously.

We know that your privacy is very important to you. It is also very important to us. We recognise the importance of protecting the privacy of information that we may collect from online visitors.

We aim to be as clear as possible about how and why we use information we may gain from you via this website. If your questions are not fully answered by the information below, please contact us for further details.

We have a policy which governs how we use the information that we collect about you on this website.

### **Policy Statement**

Quicken Trust guarantees it will only use personal data in connection with its charitable purposes. It does not make personal data available to any other organisation or individual.

### **What information we collect about you**

Quicken Trust does not capture and store any personal information about individuals who access this website, except where you choose to give us your personal information.

We may collect the following information:

- name
- contact information including street address, phone number and email address
- demographic information such as post code, preferences and interests
- other information relevant to customer surveys and/or service

Other information could include becoming a volunteer in Kabubbu or the UK, requesting resources, booking into an event or making a donation.

Quicken Trust does not receive or hold any credit card details for donations/payments made via this website. All on-line payments are handled by Charities Aid Foundation. Secure Server Software (SSL) is used to encrypt all credit card information sent from this website.

Your personal details supplied will be used to process the payment and will not be passed on to any third party except for the sole purpose of facilitating this payment.

### **What we do with the information we collect**

We will keep information that is necessary for us to provide appropriate mailings, other resources and for statistical purposes.

- To maintain internal record keeping
- To provide you with information about our work including related mailings, events, resources, fundraising and any other services described on our website. We may contact you by email, phone or mail
- To make sure we have an accurate record of all donations received
- To enhance or improve your experience on our website
- When you indicate your preferences through our registration forms or through your use of our site, we will use this information to personalise the site to better meet your needs

### **Who sees your information?**

The information we collect through our website will be used exclusively within Quicken Trust. We do not pass any of your personal information to outside organisations and/or individuals without your express consent with the following exception:

Name and address details may be passed to mailing houses to enable fulfilment of requirements and resources you have requested. These may include the Quicken Trust magazine, resources, fundraising and other information as required.

Where such details are provided we will ensure confidentiality agreements in place that restrict the use of your information to the purpose for which it is provided and ensure it is kept no longer than necessary.

It is a condition of the employment of Quicken Trust staff that they will not divulge or copy any confidential or commercially sensitive information concerning the business of Quicken Trust, its suppliers, clients, and customers.

To minimise the risk of unauthorised disclosure of your information, we will use some of your information to verify who you are when you contact us.

### **How long do we keep your information?**

How long we keep your information collected through our website depends on the context in which you provided it. As a general rule we will keep the time to the minimum necessary for the purpose.

We will keep records of financial transactions you enter into with us for a minimum of six years. This will enable us to meet with accounting requirements and respond to any questions from you that arise during that period.

Gift Aid forms and transactions must be kept for a minimum of 12 years after the Gift Aid is no longer valid.

### **Viewing and controlling the information we hold about you**

You may request details of all the information Quicken Trust holds about you by written request only to: Data Administrator, Quicken Trust, PO Box 113, Hailsham, BN27 4US. Please include your name, address and a telephone number or email address to enable us to contact you.

If you believe that any information we are holding on you is incorrect or incomplete, please write to us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

### **Links to other sites**

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

**NB: This statement may be subject to updates and changes at any time. Please revisit it each time that you consider giving personal data through this site.**