

Privacy Policy

1. General

Personal Information is any information from which an individual can be identified. For example, your name, address, telephone number and e-mail address may be Personal Information. It is Operation Orphans policy to take all necessary steps to ensure that Personal Information held by Operation Orphan is held securely and processed fairly and lawfully, in accordance with the eight Data Protection Principles contained in the UK's Data Protection Act 1998 and is GDPR compliant.

2. Information that Operation Orphan collects from you

The information we collect from you directly or from third parties with whom we work via the website, may include:

- name,
- address,
- email address,
- telephone number,
- contact preferences,
- bank account details for setting up a regular direct debit,
- employer details for processing a payroll gift,
- taxpayer status for claiming Gift Aid, and
- date of birth, age, and/or gender, where appropriate

(We *do not* use cookies to collect this type of information. All online financial transactions will be encrypted using TLS (Transport Layer Security) and processed by a third party provider.)

Personal Information is also captured on the paper/online application forms for Global Expeditions and the Hope Alive Tour, gift aid forms, and newsletter sign up sheets.

3. COOKIES

Like most websites you visit, Operation Orphan website will use cookies in order to improve your user experience by enabling that website to remember you. This could be just for the duration of your visit or for future visits (to remember your preferences etc.). Some cookies are required by our website, to enable you to navigate between pages efficiently, and to remember users who have logged in; for example, when you enter your login details and then move to another page, you won't be asked to login again because the cookie tells the website you have already logged in.

We also use cookies to analyse the type of traffic that is visiting the website; for example, your geographic location, the type of browser or device (mobile etc.) used, as well as the pages viewed and the time spent on each page. All this information help us modify the service we supply and tailor the website to improve your experience.



Sometimes cookies may be set by external websites who run embedded content on the page you are viewing such as, YouTube, Flickr, iPlayer etc. We do not control the dissemination of these cookies. You should check the third party websites for more information about these.

4. What if you don't want cookies to be set?

If you wish to restrict or block cookies set by this or any other website, you can do this through your browser settings. The Help function within your browser should tell you how. Alternatively, you may wish to visit www.aboutcookies.org, which contains comprehensive information on how to do this for a wide variety of browsers. You will also find details on how to clear cookies from your computer as well as more general information about cookies. For information on how to do this on your mobile phone's browser, you will need to refer to your handset manual.

5. Operation Orphan's use of your personal information

Operation Orphan may use your Personal Information for the following purposes: monitoring website access and maintaining our database. In using this website, you consent to such use of your Personal Information.

All personal data is held only for the length of time that the data is relevant and necessary. Explicit consent is gained from the data subject before any personal data is added to mailing lists.

Application Forms (Online and Paper)

All personal data gained through the completion of Global Expedition/Hope Alive Tour Application Forms is used passed only to relevant third parties eg, travel agent, hotel etc in order to complete the expedition and/or tour. The paper copy is retained for the duration of the trip and for up to two months after the end of the trip. For safeguarding reasons, a copy of the application form and contact information will be entered into our database for evidence of their participation.

Team Members are asked to give their permission for their email address to be retained for the use of direct marketing. If this permission is not given the personal data will be entered into the database and retained only as a record of attendance on the trip. This record will be marked as 'DO NOT MAIL'.

6. Third parties and disclosure of personal information

Operation Orphan may disclose your Personal Information to third parties who Operation Orphan instructs to process that Personal Information on its behalf for the purposes set out above. Such third parties are required by Operation Orphan to sign an agreement under which they agree to only use your Personal Information for the purposes for which Operation Orphan instructs them to use the information, and to take appropriate measures to prevent unauthorised or unlawful access to it. In using this website, you consent to such use of your Personal Information.



Operation Orphan may disclose or make available information which includes your Personal Information where it is obliged to do so under the Freedom of Information Act 2000 (FOIA) and/or the Codes of Practice on the Discharge of Public Authorities' Functions and on the Management of Records (which are issued under section 45 and 46 of the FOIA respectively) and/or the Environmental Information Regulations 2004.

7. Obtaining, correcting or updating your personal information

You can find out what Personal Information Operation Orphan hold about you by writing to us at:
Operation Orphan 143 Attenborough Lane, Attenborough, Nottingham, NG9 6AA

Operation Orphan is entitled to charge the relevant statutory fee for this service and to request further details from you, if required.

If any of the Personal Information Operation Orphan hold about you is incorrect or needs updating, or if you want Operation Orphan to delete any Personal Information or change Operation Orphan's method of contacting you, please email your request to info@operation-orphan.org.

