Birtenshaw Group Website Privacy Policy

Legislation References	
General Data Protection Regulation (UK GDPR) 2016/679	Data Protection Act 2018
The Data (Use and Access) Act 2025	

Document Title	Birtenshaw Group Website Privacy Policy
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Latest Revision	
Distribution	All employees
Owner	Chief Operating Officer
Policy Lead(s)	Director: HR
Department	HR

Key Details
Birtenshaw is a registered charity (1092798) and company limited by guarantee (2978546). Birtenshaw is the parent charity of Birtenshaw Merseyside (Charity No. 1176826 and Company No. 10500399).

Registered Office
Birtenshaw
Darwen Road
Bromley Cross
Bolton
BL7 9AB

Birtenshaw is the Data Controller of personal information collected through this website under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. This website privacy policy describes how Birtenshaw protects and makes use of the information you provide when using this website.
If you are asked to provide information when using this website, it will only be used in the ways described by this website privacy policy. The policy will be updated from time to time to reflect changes to legislation, guidance and our services. The latest version of this website privacy policy is published on this page.

If you have any queries or questions, please contact Birtenshaw using one of the following methods:

Email: enquiries@birtenshaw.org.uk

Or write to:
The Data Controller
Birtenshaw
Darwen Road
Bromley Cross
Bolton
BL7 9AB

Introduction
We gather and use certain information about individuals to provide services and information and to enable certain functions of this website. We also collect information to help us gain a better understanding of how visitors use this website and to present timely and relevant information to them.
Where website enquiries relate to the support, care, education or safeguarding of children, young people or adults at risk, information provided may also be processed in accordance with our safeguarding responsibilities and legal obligations.

What data do we gather?
We may collect the following information from visitors to the website:

- Name.
- Address.
- Telephone number.
- Email address.

- Demographic information.
- Website usage data.
- Details relating to enquiries submitted through the website.
- Referral enquiry information.
- Survey and questionnaire responses.
- Your IP address, browser type and browser version.
- Information submitted through online forms.
- Information relating to fundraising, events or volunteering enquiries.
- Information relating to safeguarding concerns or service referrals where voluntarily provided through website contact forms.

How do we use this data?

Collecting this data helps us understand your requirements and enables us to improve the services, support and information provided by Birtenshaw.
Specifically, we may use your data:

- For our own records.
- To respond to enquiries using the email address, postal address or telephone number you have provided.
- To process referrals and requests for information.
- To manage fundraising, volunteering and event-related enquiries.
- To fulfil our safeguarding responsibilities where information received indicates a safeguarding concern or risk.
- To improve our services.
- To customise the website for users.
- To monitor and improve website performance and user experience.

We will only process personal information where we have a lawful basis to do so under UK data protection legislation.
We do not retain personal information for longer than is necessary. Information submitted through website forms will be retained in accordance with our retention schedules and legal obligations.

Cookies and how do we use them?

A cookie is a small file placed on your computer's hard drive. It enables our website to identify your device as you view different pages on the website.
Cookies allow websites and applications to store your preferences in order to present content, options or functions that are specific to you. They also enable us to understand how visitors use the website and help us improve our services.

How we use cookies

We may use cookies to:

- Analyse website traffic using analytics tools to help improve website structure, design, content and functionality.
- Improve website performance and user experience.
- Identify if you are signed into any restricted areas of the website.
- Test content and functionality on the website.
- Store information about visitor preferences.
- Recognise when you return to the site.
- Measure the effectiveness of online communications and campaigns.

Cookies do not provide us with access to your computer, tablet or mobile device. They do not provide Birtenshaw with personal information about you other than information you choose to provide.

Controlling cookies

You can use your web browser settings to determine how our website uses cookies. If you do not wish our website to store cookies on your computer or device, you should set your web browser to refuse cookies. However, this may result in some pages and services becoming partially or fully unavailable.
Unless you have changed your web browser settings to refuse cookies, our website may issue cookies when you visit www.birtenshaw.org.uk.
For more information about cookies and how they are used, please visit www.allaboutcookies.org.

Controlling information we hold about you

Birtenshaw will never sell your personal information to any third party.
We will only share personal information where you have provided consent, where disclosure is necessary for the provision of services, where safeguarding concerns require information sharing, or where we are required or permitted to do so by law.

Any personal information we hold about you is stored and processed in accordance with Birtenshaw's Data Protection Policy and applicable data protection legislation. You have the right to:

- Request access to personal information we may hold about you.
- Request correction of inaccurate or incomplete personal data.
- Request restriction of the processing of your personal data.
- Request deletion of your personal data in certain circumstances.
- Object to the processing of your personal data in certain circumstances.
- Request transfer of personal data where applicable.

In the first instance, please contact Birtenshaw by:

Email: enquiries@birtenshaw.org.uk

Or write to:
The Data Controller
Birtenshaw
Darwen Road
Bromley Cross
Bolton
BL7 9AB

Security

Birtenshaw takes the security of personal information seriously.
To prevent unauthorised access, disclosure, loss, misuse or alteration of information, Birtenshaw has implemented appropriate technical and organisational security measures which are regularly reviewed and tested.

Birtenshaw follows robust procedures to ensure all personal data is processed in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and other applicable legislation.

Links to other websites

Our website contains links to other websites.

Please note that once you leave the Birtenshaw website, we do not have any control over other websites. If you provide information to a third-party website, we are not responsible for the protection and privacy of any information which you provide whilst visiting those sites.

You should always read the privacy notice or privacy policy of any website before providing personal information.

Payment transactions

Online donations may be processed through third-party fundraising and payment providers such as JustGiving.

Where you choose to make a donation, the relevant provider will collect and process your information in accordance with their own privacy policy. This may include payment details and, where applicable, information needed to process Gift Aid claims.

We encourage you to read the privacy policies of any third-party payment or fundraising platforms before providing personal information.

How long do we keep your information?

We do not keep personal information for longer than necessary.

Information submitted through website enquiries will be retained only for as long as is required to deal with the enquiry, fulfil any ongoing relationship, meet safeguarding obligations, comply with legal requirements or satisfy our retention schedules.

All records are appropriately reviewed once their retention period has been met and are confidentially and securely destroyed.

How can you make a complaint?

You have the right to make a complaint if you are unhappy about how we collect, hold, use or share your information.

In the first instance, please contact Birtenshaw at:

Email: enquiries@birtenshaw.org.uk

Or write to:
The Data Controller
Birtenshaw
Darwen Road
Bromley Cross
Bolton
BL7 9AB

If you remain dissatisfied, you may contact the Information Commissioner's Office (ICO):
Information Commissioner's Office
Wycliffe House
Water Lane

Wilmslow
Cheshire
SK9 5AF
Website: https://ico.org.uk/make-a-complaint/
Please note that the Information Commissioner will not normally consider a complaint until you have exhausted your right of complaint directly with us.

Changes to our Privacy Policy
Birtenshaw may update this privacy policy from time to time to reflect changes in legislation, guidance, organisational practice or website functionality.
Any changes will be published on www.birtenshaw.org.uk and will take effect from the date of publication.

Disclaimer
Birtenshaw makes every effort to ensure that information published on this website is accurate and up to date.
However, Birtenshaw does not accept liability for any loss or damage arising from reliance on information contained within this website, except where required by law.