

## **CFP Privacy Policy**

### **1 Introduction**

This is the Privacy Policy for CFP (Community First Partnership Ltd). We are a private limited company (Registration No : 4738700). Our registered office is The Coach House, 143-145 Worcester Road, Hagley, Worcestershire DY9 0NW.

### **2 Purpose of this Policy**

This policy sets out how we will collect, process, store and use the information we hold about you.

We take seriously the protection of your privacy and confidentiality and we understand that you are entitled to know that your personal data will not be used for any unintended purpose and will not accidentally fall into the hands of a third party.

We undertake to preserve the confidentiality of all information you provide to us.

Our policy has been updated to ensure it complies with UK law and the EU General Data Protection Regulation (GDPR).

### **3 How we use your Information**

We may collect information about

- Visitors to our website;
- Clients and people who use our services;
- People who subscribe to our newsletter or other communications;



- People who participate in surveys and consultation processes that we manage and deliver;
- Job applicants and our current and former employees.

## **4 What we do with the Information we Gather**

### **4.1 Visitors to our website**

Cookies are small files created by most websites to help improve your web experience. They are either stored as session cookies (in memory) or as persistent cookies (on the hard drive or your computer or mobile device). Our website uses anonymous website analytic statistics provided by Google.

Full details of the cookies we use for analytics can be found at [Cookies & Google Analytics](#) in documentation for Google's Analytics tracking code. You can also read [Google's Privacy Policy for Google Analytics](#).

### **4.2 Clients and people who use our services**

We collect the contacts details of clients and other people that use our services for internal record keeping and for the purposes of providing the services that we have been commissioned to deliver. We may also use this information to review our service delivery and to help us improve our future service delivery.

We will not rent or sell your name, address, e-mail address, or personal information to any third party without your permission. If you have commissioned services from us, subscribed to one of our newsletters and or advised us of your e-mail address we may occasionally update you on news and special opportunities via e-mail. We may also invite you to participate in occasional surveys about the service(s) that you have received or other related services provided by CFP.

### **4.3 Newsletter and Other Communications**

If you subscribe to our mailing list(s) for news and information we will store your contact details for this purpose. We use a third party service to manage our electronic newsletter campaigns called Mailchimp. This service offers an unsubscribe option which is clearly visible on all such

communications.

Mailchimp is committed to achieving compliance with GDPR regulations and details of their [Privacy Policy can be found here](#).

#### **4.4 People who participate in surveys and consultation processes**

Personal information is also processed in order to undertake research. For this reason the information processed may include name, contact details, family details, lifestyle and social circumstances, financial details, goods and services. The sensitive types of information may include physical or mental health details, racial or ethnic origin and religious or other beliefs. This information is about survey respondents. Where necessary or required this information may be shared with customers and clients, agents, service providers, survey and research organisations. Where personal information is gathered we ensure that there is a clear and concise statement in plain English about fair usage of this data.

CFP is registered with the Information Commissioner's Office (ICO) (Registration No : Z8734909) as a Data Controller.

CFP is registered with the Market Research Society (MRS) where our Managing Director holds Membership (MMRS).

#### **4.5 Job Applicants and Employees**

CFP also holds information about job applicants, current and former employees. This includes contact details and sensitive types of information as defined by the Data Protection Act 1998.

## **5 Data Security**

CFP is committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures

to safeguard and secure the information we collect.

We regularly review the personal data that we hold and have procedures in place to ensure that data is not retained for longer than necessary in order to achieve legal compliance.

## **6 Accessing your Personal Information**

We will not rent or sell your name, address, e-mail address, or personal information to any third party without your permission.

If you have commissioned services from us, subscribed to one of our newsletters and or advised us of your e-mail address we may occasionally update you on news and special opportunities via e-mail. We may also invite you to participate in occasional surveys about the service(s) that you have received or other related services provided by CFP.

You may request details of personal information which we hold about you under the Data Protection Act 1998. If you would like a copy of the information held on you please write to CFP, The Coach House, 143-145 Worcester Road, Hagley, Worcestershire DY9 0NW. We reserve the right to make a small charge for each enquiry.

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

## **7 Amendments to this Privacy Policy**

We may occasionally modify this privacy policy, such variations becoming effective immediately upon posting to our website and by continuing to use the website, you will be deemed to accept any such variations.