**Reachout With Arts In Mind**

**Website Privacy Policy**

**Introduction**

As concerns about the protection of personal information are increasing, it is important that businesses, both small and large, implement and provide their site visitors with a comprehensive Privacy Policy. A Privacy Policy includes information on some or all of the ways that a website collects, uses and manages the data of its visitors, and provides a legal requirement to protect a visitor’s privacy when accessing a website.

Reachout is committed to ensuring that all personal information is kept secure and confidential, in line with current legislation, namely the Data Protection Act 2018 and the General Data Protection Regulation (GDPR) effective from 25 May 2018. In line with these current regulations, we will make all users of the Reachout website aware of how we collect, use and store their personal data. By visiting the website, an individual is accepting and consenting to the practices described in the Privacy Policy.

**Scope**

This policy is applicable to any individual accessing the Reachout website and submitting a contact form to us. This policy does not cover individuals who submit an online referral form with the intention of becoming a Reachout member. Please refer to the Referral Policy for further details on this, which includes more detailed reference to GDPR regulations.

**Process**

When an individual accesses a website, including Reachout’s, no personal information such as name, address, or date of birth is collected nor made available to the host or website owner. However, an individual’s IP address will be available – an IP address identifies the hardware, software, operating system and internet browser used to access the Reachout website.

Reachout may subsequently use this information to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We use this data in order to better understand our users’ requirements, and therefore to review and enhance the users’ experience when accessing our website.

More detailed personal data is made available to Reachout only once an individual has submitted a contact form to the info@reachout email address – the contact form only asks for a name and email address, but other information may be provided by an individual such as mobile number or personal history. It should be noted that Reachout is not requesting any additional information in the contact form other than name and email address, and cannot be held responsible for further information shared by an individual. The personal information you provide will be used to respond to your request only, but **all** information will be treated in a confidential manner.

We collect such non-personal and personal information for the following purposes:

* To provide, operate and improve our services
* To respond to users who submit a contact form
* To create aggregated statistical data and other aggregated and/or inferred non-personal information, which we may use to provide and improve our respective services
* To comply with current legislation and regulations

Please note the following -

* We do not contact anyone accessing the site, unless a contact form is submitted
* If a contact form is submitted but the individual subsequently decides not to be involved with the service, the individual may request that the email address is deleted from our records. Information may also be amended or updated by contacting Reachout who will rectify the data as soon as possible
* No marketing material or correspondance will be sent to any email address via the contact form
* No personal data or email addresses will be shared with a third party, unless we are required to do so by law, or are required to disclose it to protect our rights, property or the safety of our staff and members

**Website Host**

Our website is hosted by the Wix.com platform. Wix.com provides us with the online platform that allows us to share information about our services with you. Your data may be stored through Wix.com’s data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall. 

Information on Cookies that may be saved on your device can be found here: <https://support.wix.com/en/article/cookies-and-your-wix-site#informing-your-visitors-about-cookies>

**Summary**

We reserve the right to modify our Privacy Policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon posting on the website. If we make material changes to this policy, we will communicate that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

Any concerns or complaints about our Privacy Policy can be reported to the Information Commissioner’s Office [www.ico.org.uk](http://www.ico.org.uk).

If you would like to access, correct, amend or delete any personal information we have about you, you are invited to contact us at info@reachoutwithartsinmind.org.uk or write to us at: Reachout With Arts In Mind, Lime Tree House, North Castle Street, Alloa, Clackmannanshire, Scotland FK10 1EX