

# Privacy policy

## **About this Privacy policy**

We know how important it is for you to understand how we use your data. This Privacy policy sets out how and why we collect, store, process and share your personal data. We will always be transparent with you about what we do with your personal data.

This Policy also tells you what your rights are in relation to the personal data you give to us. If you have any questions about this Privacy policy or your rights under it please contact:

Address: Active Youth Outreach Services CIC, 97 Steatite Way, Stourport-on-Severn, Worcestershire, DY13 8PD, United Kingdom

Phone: 01299 513014

Email: [info@ayos.org.uk](mailto:info@ayos.org.uk)

We are Active Youth Outreach Services CIC (company number: 09604920) (“AYOS”) and our registered address is Active Youth Outreach Services CIC, 97 Steatite Way, Stourport-on-Severn, Worcestershire, DY13 8PD, United Kingdom. AYOS is the “data controller” of any personal data it may collect, process and hold about you, unless we inform you otherwise.

## **What type of information do we collect?**

We receive, collect, and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history. We may use software tools 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 also collect personally identifiable information (including name, email, password, communications); comments, feedback, product reviews and recommendations.

## **How do we collect information?**

When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address, and email address. Your personal information will be used for the specific reasons stated above only.

## **Why do we collect such personal information?**

- We collect such Non-personal and Personal Information for the following purposes:
- To provide and operate the services.
- To provide our Users with ongoing customer assistance and technical support.
- To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages.
- To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services.
- To comply with any applicable laws and regulations.

### **How do we store, use, share and disclose our site visitors' personal information?**

Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell/offer our products and services to 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.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

### **How do we communicate with our site visitors?**

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.

### **Your rights**

You have several rights relating to your personal information and what happens to it. You are entitled to:

- have your data processed in a fair, lawful and transparent way;
- be informed about how your personal data is being used, an example being this privacy policy;
- access personal data we hold about you;
- require us to correct any mistakes in your personal data;
- require us to delete personal data concerning you in certain situations where there is no good reason for us to continue to process it;
- request that we transfer your personal data to you or another service provider in a simple, structured format;
- object at any time to processing of your personal data for direct marketing purposes;
- object to automated decision making which produces legal effects concerning you or similarly significantly affects you;
- object in certain other situations to our continued processing of your personal data; and
- otherwise restrict or temporarily stop our processing of your personal data in certain circumstances.

You can read more about your rights, including the circumstances in which they apply, in the Guidance from the UK Information Commissioner's Office (ICO) <https://ico.org.uk/for-the-public> You also have the right to complain about our use of personal data to the ICO. You can do these by contacting the ICO via their website <https://ico.org.uk/concerns> or by calling 0303 123 1113.

### **How do you use cookies and other tracking tools?**

The only cookies we use on this site are associated with mail chimp. More information can be found here: <https://mailchimp.com/legal/cookies/>

### **How can our site visitors withdraw their consent?**

If you do not want us to process your data anymore, please contact us at [info@ayos.org.uk](mailto:info@ayos.org.uk)

### **How do you change cookie preferences or block cookies?**

For the performance cookies and targeting cookies when starting a new session on our website, you can choose to opt-out of these. It is possible that any advertising you receive will be less targeted as a result, but the site should function correctly.

If you wish to disable the strictly necessary cookies, then within your browser you can choose whether you want to accept cookies or not. Different browsers make different controls available to you. Generally, your browser will offer you the choice to accept, refuse or delete all cookies, third-party cookies or specific website cookies.

For further information please refer to: <https://www.aboutcookies.org/how-to-delete-cookies/>

If you block these cookies on our website, you may be unable to access certain areas of our website and certain functions and pages will not work in the usual way.

### **Privacy policy updates**

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here 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.

### **Questions and your contact information**

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@ayos.org.uk](mailto:info@ayos.org.uk)

### **Changes to this Privacy policy**

We may update this Privacy policy from time to time. If we make significant changes, we will let you know but please regularly check this policy to ensure you are aware of the most updated version.

This Privacy policy was last updated on **11<sup>th</sup> February 2022**.