

Oxfordshire Family Support Network

PRIVACY POLICY

OxFSN (Oxfordshire Family Support Network) promises to respect any personal data you share with us and keep it safe. We aim to be clear when we collect your data and not do anything you wouldn't reasonably expect.

We have an 'opt-in – opt-out' communication policy. This means that we will only send information about our events and relevant topics to those who have explicitly stated that they are happy for us to do so via their preferred channel(s) (email, SMS, phone or post).

Our communications include information about our latest news and events and relevant topics for family carers. If you would like to receive such communications but have not opted in, please contact us **on 07821 987080 or info@oxfsn.org.uk**

What information might we collect?

Personal information is any information that can be used to identify you. So, for example, if you donate money, we may collect and process the personal information that you've provided. This may include your name, email address, postal address, telephone or mobile number and date of birth and information about the family member you care for. To make sure we always have the most up-to-date information about how to contact you, we may also, from time to time, update your records to reflect any changes to your personal information.

If you go to our website, we might use your web browsing data anonymously, as part of our Google Analytics to assess how well our website is performing. If you use our Facebook page we might use your data as part of Facebook Analytics. If you use our Twitter and Youtube pages we might use Google analytics. Please click on the link for their privacy policy ([Google Privacy Policy](#)).

How we keep your data safe

We ensure that there are appropriate technical controls in place to protect your personal details. We use an online giving platform MyDonate to process and store personal and financial data of individuals who use their platform to fundraise for us. For example, our online forms are always encrypted, and our network is protected and routinely monitored. Please click on the link for their privacy policy ([MyDonate Privacy Policy](#)).

We undertake regular reviews of who has access to information that we hold to ensure that your information is only accessible by appropriately trained staff.

We do not share marketing data with other 3rd parties.

You have the right to:

- Access your personal information
- Object to processing of your personal information
- Restrict the processing of your personal information
- Amend your personal information
- Erasure of your personal information

Upon successful verification of your identity, you are entitled to obtain the following information about your own personal information:

- The purposes of the collection, processing, use and storage of your personal data
- The source(s) of the personal information, if it was not obtained from you
- The categories of personal data stored about you
- The envisaged period of storage for your personal data or the rationale for determining the storage period
- The use of any automated decision-making and/or profiling.

You can make a request to access your information by contacting our Data Protection Officer by emailing gail.hanrahan@oxfsn.org.uk or by writing to:

Gail Hanrahan, Oxfordshire Family Support Network (OxFSN), 30 Tamar Way,
Didcot, Oxfordshire, OX11 7QH

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Policy developed – May 2018

Last reviewed: 6 May 2024

This policy will be reviewed every 3 years.