



**ACTION FOR
NEURODIVERSITY**

COUNSELLING LIVES AFFECTED BY AUTISM AND ASPERGER'S SYNDROME



Privacy Notice

We at Action for Neurodiversity understand that your privacy is important to you and that you care about how your personal data is used and shared online.

We respect and value the privacy of everyone who visits this website, www.actionforneurodiversity.org ("Our Site") and will only collect and use personal data in ways that are described here, and in a manner that is consistent with our obligations and your rights under the law.

Please read this Privacy Notice carefully and ensure that you understand it. Your acceptance of our Privacy Notice is deemed to occur upon your first use of our Site. If you do not accept and agree with this Privacy Notice, you must stop using our Site immediately.

1. Definitions and Interpretation

In this Notice, the following terms shall have the following meanings:

"Cookie" means a small text file placed on your computer or device by our Site when you visit certain parts of our Site and/or when you use certain features of our Site. Details of the Cookies used by our Site are set out in section 14, below;

"Personal data" means any and all data that relates to an identifiable person who can be directly or indirectly identified from that data. In this case, it means personal data that you give to us via our Site. This definition shall, where applicable, incorporate the definitions provided in the General Data Protection Regulation ("GDPR").

2. What Does This Privacy Notice Cover?

This Privacy Notice applies only to your use of our Site. Our Site may contain links to other websites. Please note that we have no control over how your data is collected, stored, or used by other websites and we advise you to check the privacy policies of any such websites before providing any data to them.

3. Data Controller

Action for Neurodiversity is the data controller and responsible for your personal data (collectively referred to as "We", "Us" or "Our" in this privacy notice). Our ICO registration number is Z3154358.

4. What Data Do We Collect?

Depending upon your use of our Site, and if you contact us by email, post or telephone using the contact details provided on our site, we may collect some or all of the following personal and nonpersonal data (please also see section 14 on our use of Cookies and similar technologies):

4.1 Usage data: data collected from your use of our website. May include:

- 4.1.1 Your IP address;
- 4.1.2 Geographical location;
- 4.1.3 Browser type and version;
- 4.1.4 Operating system;
- 4.1.5 Referral source;
- 4.1.6 Length of visit;
- 4.1.7 Page views;
- 4.1.8 Website navigation paths as well as information.

4.2 **Service data:** any information and data relating to the access and/or use of Action for Neurodiversity's services. May include:

- 4.2.1 Identity Data which may include first name and surname;
- 4.2.2 Contact Data which may include your address, email address and telephone number;
- 4.2.3 Demographic information such as post code, preferences, and interests;

4.3 **Notification data:** information provided by you asking us to send you specific information relating to Our website or services.

4.4 **Correspondence data:** information provided by you for communicating with you.

4.5 **Enquiry data and Transaction data:** information provided by you to obtain services from us.

4.6 **Marketing data:** information provided by you, for communicating with you about our services.

5. How Do We Collect Your Data?

We collect your data primarily via direct interaction with you either by post, email or phone. This includes personal data you provide when you:

- 5.1 Submit an enquiry about a service;
- 5.2 Make an appointment with one of our counsellors; or
- 5.3 Give us some feedback.

6. How Do We Use Your Data?

Our use of your personal data will always have a lawful basis. Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- a) Your consent. You are able to remove your consent at any time. You can do this by contacting us using the contact details in Section 16.
- b) We have a contractual obligation.
- c) We have a legal obligation.
- d) We have a legitimate interest.

Specifically, we may use your data for the following purposes:

- 6.1 Providing and managing your access to our Site;
- 6.2 Personalising and tailoring your experience on our Site;
- 6.3 Supplying our services to you (please note that we require your personal data in order to work with you);
- 6.4 Replying to emails from you;
- 6.5 Supplying you with emails that you have opted into (you may unsubscribe or opt-out at any time by emailing us directly;
- 6.6 Analysing your use of our Site to enable us to continually improve our Site and your user experience.
- 6.7 With your permission and/or where permitted by law, we may also use your data for marketing purposes which may include contacting you by email with information and news about our services. We will not, however, send you any unsolicited marketing or spam and will take all reasonable steps to ensure that we fully protect your rights and comply with our obligations under GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003.
- 6.8 Third parties whose content appears on our Site may use third party Cookies, as detailed below in section 16. Please refer to section 16 for more information on controlling Cookies. Please note that we do not control the activities of such third parties, nor the data they collect and use and advise you to check the privacy policies of any such third parties.
- 6.9 You have the right to withdraw your consent to us using your personal data at any time, and to request that we delete it.

7. How Do We Store Your Data?

- 7.1 All personal data is processed and stored securely, for no longer than is necessary in light of the reason(s) for which it was first collected. We will comply with our obligations and safeguard your rights under the GDPR at all times.

- 7.2 Data security is very important to us, and to protect your data we have taken suitable measures to safeguard and secure data collected through our Site.

8. Do We Share Your Data?

- 8.1 We may sometimes contract with other third parties to supply services to you on our behalf. These may include volunteers, sub-contractors and search engine facilities. In some cases, these third parties may require access to some or all of your data. Where any of your data is required for such a purpose, we will take all reasonable steps to ensure that your data will be handled safely, securely, and in accordance with your rights, our obligations, and the obligations of the third party under the law.
- 8.2 We may compile statistics about the use of our Site including data on traffic, usage patterns, user numbers and other information. All such data will be anonymised and will not include any personally identifying data, or any anonymised data that can be combined with other data and used to identify you. We may from time to time share such data with third parties such as prospective investors, affiliates, partners, and advertisers. Data will only be shared and used within the bounds of the law.
- 8.3 We may sometimes use third party data processors that are located outside of the European Economic Area ("the EEA") (The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein). Where we transfer any personal data outside the EEA, we will take all reasonable steps to ensure that your data is treated as safely and securely as it would be within the UK and under the GDPR.
- 8.4 In certain circumstances, we may be legally required to share certain data held by us, which may include your personal data, for example, where we are involved in legal proceedings, where we are complying with legal requirements, a court order, or a governmental authority.

9. What Happens If Our Charity Changes Hands?

- 9.1 We may, from time to time, expand or reduce our charity's activities and this may involve the transfer of control of all or part of the charity. Any personal data that you have provided will, where it is relevant to any part of the charity that is being transferred, be transferred along with that part and the newly controlling party will, under the terms of this Privacy Notice, be permitted to use that data only for the same purposes for which it was originally collected by us.
- 9.2 In the event that any of your data is to be transferred in such a manner, you will not be contacted in advance and informed of the changes.

10. How Can You Control Your Data?

- 10.1 In addition to your rights under the GDPR, set out in section 4, when you submit personal data to us via email or via our Site, you may be given options to restrict our use of your data. In particular, we aim to give you strong controls on our use of your data for direct marketing purposes (including the ability to opt-out of receiving emails from us which you may do by unsubscribing using the links provided in our emails and at the point of providing your details).
- 10.2 You may also wish to sign up to one or more of the preference services operating in the UK: The Telephone Preference Service ("the TPS"), the Corporate Telephone Preference Service ("the CTPS"), and the Mailing Preference Service ("the MPS"). These may help to prevent you receiving unsolicited marketing. Please note, however, that these services will not prevent you from receiving marketing communications that you have consented to receiving.

11. Your Data Protection Rights

- 11.1 As a data subject, you have the following rights under the GDPR, which this Privacy Notice and our use of personal data have been designed to uphold:
- 11.1.1 The right to be informed about our collection and use of personal data;
 - 11.1.2 The right of access to the personal data we hold about you (see section 12);
 - 11.1.3 The right to rectification if any personal data we hold about you is inaccurate or incomplete (please contact us using the details in section 14);
 - 11.1.4 The right to be forgotten – i.e. the right to ask us to delete any personal data we hold about you (we only hold your personal data for a limited time, as explained in section 6 but if you would like us to delete it sooner, please contact us using the details in section 14);
 - 11.1.5 The right to restrict (i.e. prevent) the processing of your personal data;
 - 11.1.6 The right to data portability (obtaining a copy of your personal data to re-use with another service or organisation);
 - 11.1.7 The right to object to us using your personal data for particular purposes; and
 - 11.1.8 Rights with respect to automated decision making and profiling.

12. Your Right to Withhold Information

- 12.1 You may access certain areas of our Site without providing any data at all. However, to use all features and functions available on our Site you may be required to submit or allow for the collection of certain data.
- 12.2 You may restrict our use of Cookies. You can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all cookies or only third-party Cookies. By default, most internet browsers accept

Cookies, but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device. You can choose to delete Cookies on your computer or device at any time, however you may lose any information that enables you to access our Site more quickly and efficiently.

13. How Can You Access Your Data?

You have the right to ask for a copy of any of your personal data held by us (where such data is held). Please contact us for more details using the contact details in section 16.

14. Our Use of Cookies

- 14.1 Our Site may place and access certain first party Cookies on your computer or device. First party Cookies are those placed directly by us and are used only by us. We use Cookies to facilitate and improve your experience of our Site and to provide and improve our services. All Cookies used by and on our Site are used in accordance with current Cookie Law.
- 14.2 By using our Site, you may also receive certain third-party Cookies on your computer or device. Third party Cookies are those placed by websites, services, and/or parties other than us. These Cookies are not integral to the functioning of our Site and your use and experience of our Site will not be impaired by refusing consent to them.
- 14.3 All Cookies used by and on our Site are used in accordance with current Cookie Law.
- 14.4 Before Cookies are placed on your computer or device, you will be shown a pop-up requesting your consent to set those Cookies. By giving your consent to the placing of Cookies, you are enabling us to provide the best possible experience and service to you. You may, if you wish, deny consent to the placing of Cookies; however certain features of our Site may not function fully or as intended.
- 14.5 Certain features of our Site depend on Cookies to function. Cookie Law deems these Cookies to be “strictly necessary”. These Cookies are shown below. Your consent will not be sought to place these Cookies, but it is still important that you are aware of them. You may still block these Cookies by changing your internet browser’s settings as detailed below, but please be aware that our Site may not work properly if you do so. We have taken great care to ensure that your privacy is not at risk by allowing them.
- 14.6 Our Site uses Google Analytics. Website analytics refers to a set of tools used to collect and analyse anonymous usage information, enabling us to better understand how our Site is used. This, in turn, enables us to improve our Site and the services offered through it. You do not have to allow us to use these Cookies, however whilst our use of them does not pose any risk to your privacy or your safe use of our Site, it does enable us to continually improve our Site,

making it a better and more useful experience for you. Google's privacy policy is available at: www.google.com/policies/privacy

- 14.7 In addition to the controls that we provide, you can choose to enable or disable Cookies in your internet browser. By default, most internet browsers accept Cookies, but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device.
- 14.8 You can choose to delete Cookies on your computer or device at any time, however you may lose any information that enables you to access our Site more quickly and efficiently.
- 14.9 It is recommended that you keep your internet browser and operating system up-to-date and that you consult the help and guidance provided by the developer of your internet browser and manufacturer of your computer or device if you are unsure about adjusting your privacy settings.

15. Changes to Our Privacy Notice

We may change this Privacy Notice from time to time (for example, if the law changes). Any changes will be immediately posted on our site, and you will be deemed to have accepted the terms of the Privacy Notice on your first use of our Site following the alterations. We recommend that you check this page regularly to keep up to date.

16. Contact Details

If you have any questions about this Privacy Notice - including any requests to exercise your legal rights - or if you have any concerns about our use of your personal information, you can contact us using the details set out below:

- 16.1 Full name of legal entity: Action for Neurodiversity
- 16.2 Email address: info@actionforneurodiversity.org
- 16.3 Postal address: 9 Darwin House, Corbygate Business Park, Priors Haw Road, Corby, Northamptonshire, NN17 5JG
- 16.4 Telephone number: (01536) 266681

The majority of our counsellors are individual members of the British Association of Counselling and Psychotherapy. We are committed to the principles and values set out in the Ethical Framework of the British Association of Counselling and Psychotherapy.