

# EVA Women's Aid/evawomensaid.org.uk Privacy Statement

## 1. Introduction and Scope

This document concerns your personal data, legally defined as information concerning any living person that is not already in the public domain, and covers legislation from The Data Protection Act (DPA) 2018, Privacy and Electronic Communications Regulations (PECR) and The General Data Protection Regulations (GDPR).

The aforementioned regulations seek to protect and enhance your rights as a data subjects, and cover the safeguarding of personal data, protecting the user against the unlawful processing of personal data and the unrestricted transfer of personal data.

Please be aware; GDPR does not apply to information already accessible in the public domain, for example, Companies House data, or domain registration information.

In this policy document, "we", "us" and "our" refer to the data controller listed in Section 2.4 of this document.

- 1.1 EVA Women's Aid is committed to safeguarding the privacy of visitors to our website (<https://www.evawomensaid.org.uk>) and general service users, in accordance with the Data Protection Regulation (DPR) 2018.
- 1.2 This Privacy Policy applies to all cases in which EVA Women's Aid is acting as a data controller responsible for the processing and safeguarding of personal data of website visitors and service users.
- 1.3 Upon first visiting our website, you will be asked to agree to the use of cookies or to opt-out. Continued use of our website after accepting the cookie notice implies consent has been granted by the user (you).

## 2. Who we are

The information provided in this section clearly defines who "we" are, and who is responsible for managing your personal data.

If you believe information is missing or incorrect in this section, or does not adequately describe the service provider, you should discontinue use of this website immediately.

### 2.1 Who are we?

EVA Women's Aid is a charity dedicated to supporting women and children who have been affected by any form of domestic abuse and/or sexual violence at any time in their lives.

### 2.2 Physical address

Our principal place of business is at:  
Eva Women's Aid  
86 High Street  
Redcar  
TS10 3DL

### 2.3 **Contact methods**

You can contact us via any of the following methods:

- (a) By post to  
Eva Women's Aid  
86 High Street  
Redcar  
TS10 3DL
- (b) Use of our website's contact form on the following URL  
<https://evawomensaid.org.uk/home/contact-us/>
- (c) By telephone  
01642 490677
- (d) By email  
[info@eva.org.uk](mailto:info@eva.org.uk)

### 2.4 **Data Protection Officer**

Our data protection officer/data controller is Lisa Rigg and she can be contacted by email at [lisa@eva.org.uk](mailto:lisa@eva.org.uk) or by other methods as detailed above in section 2.3.

## 3. **Collection of your personal data**

The section below will detail the types of data that is collected, in addition to the methods of collecting this data.

### 3.1 **User provided information**

EVA Women's Aid (<https://www.evawomensaid.org.uk>) will collect direct information provided by you (via contact forms, for example) to make telephone contact, or to email you concerning any information you may request.

### 3.2 **Automatically collected information**

Whilst visiting our website, some additional personal data may be collected, including but not limited to personally-identifying information like Internet Protocol (IP) addresses, geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation paths, as well as information concerning the timing, frequency and pattern of your service use.

### 3.3 **How YOUR data on our website is collected and stored**

Data will be collected on our website in the following ways:

- a) Via web contact forms on our website  
Data provided via our website forms is manually submitted by the user, and stored in an encrypted SQL database.
- b) Via web server tracking software provided with our web hosting provider. Our web hosting provider may track user behaviour and monitor potential security threats, and as such will collect data designed to keep the website operational and your information secure.

All data is stored on our web host's secure servers and will be made available in association with a relevant data protection request.

- c) **Via browser cookies**  
Our website uses cookies, defined as a string or array of information that a website stores on a visitor's computer. Your browser provides this information on each visit to our website.

Website visitors who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using our website. Further information on browser cookies and how to manage them can be found in section 11 of this document.

#### **4. Use of your personal data**

It is required that any use of your personal data will be lawful and fair, and initiation of data transfer from user (you) to EVA Women's Aid/evawomensaid.org.uk should be easy to understand, and be transparent as to which data is being processed and how it may be used.

##### **4.1 Lawful basis for data processing**

Your personal data will only be used only to provide or enhance a service that you have initiated or requested.

EVA Women's Aid (<https://www.evawomensaid.org.uk>) will never use your personal data for operations outside the defined scope of our working arrangement or contract, unless legally required to do so.

##### **4.2 Legal obligations**

Should it be legally required to divulge your personal information to a higher authority such as law enforcement organisations, or because of a safeguarding concern, you as the user will be notified of any such data transfer.

#### **5. Transfer of your personal data**

##### **5.1 Third party conformity**

Should any transfer occur, EVA Women's Aid (evawomensaid.org.uk) expect all third party organisations to adhere to the same data protection regulations.

##### **5.2 Data transfer outside of EEA**

Should data transfer concerning you be necessary to an organisation outside of the European Economic Area (EEA), you will be notified beforehand and must consent before any data transfer takes place. No data transfer will take place without prior consent.

##### **5.3 External data transfer via hyperlinks**

This website (evawomensaid.org.uk) may include relevant hyperlinks to external websites not controlled by EVA Women's Aid. Whilst all reasonable care has been exercised in selecting and providing any such links, you are advised to exercise caution before clicking any

external links. We cannot guarantee the ongoing suitability of external links, nor do we continually verify the safety or security of the contents which may be provided to you. No personal data will ever be passed to external websites via hyperlinks as detailed above.

#### **5.4 Transfer internally across website**

All data transferred from page to page, from page to mailer, or from page to database is sent encrypted via the HTTPS protocol. The site is protected via a SSL certificate.

### **6. Your rights as a data subject**

#### **6.1 Your rights**

At any point whilst EVA Women's Aid ([evawomensaid.org.uk](http://evawomensaid.org.uk)) is in possession of, or processing your personal data, all data subjects have the following rights as dictated by EU laws and regulations:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to erasure – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right to be subject to the legal effects of automated processing or profiling.

#### **6.2 Refusal of access**

In the event that EVA Women's Aid ([evawomensaid.org.uk](http://evawomensaid.org.uk)) refuses your request under rights of access, we will provide you with a reason as to why, which you have the right to legally challenge this refusal, or lodge an official complaint to the ICO (see Section 13).

### **7. Transparency of data held**

#### **7.1 Requesting information**

EVA Women's Aid ([evawomensaid.org.uk](http://evawomensaid.org.uk)) is legally obligated to provide the data we have collected concerning YOU at any time. You may request the following information:

- Information concerning how we collected the data.
- Contact details of the data protection officer, if applicable.
- The purpose of the processing your information, in addition to the legal basis for processing.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.

- How long the data will be stored.
- Details of your rights to correct, erase, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority (ICO).
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if it wasn't collected directly from you.
- Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

## 7.2 **Verification requirements**

To access what personal data is held, identification will be required for verification. This may be a copy of your current driving licence, your passport, birth certificate and a utility bill not older than three months. A minimum of one piece of photographic ID listed above and a supporting document is required.

If EVA Women's Aid ([evawomensaid.org.uk](http://evawomensaid.org.uk)) is dissatisfied with the materials provided, further information may be sought before personal data can be released.

## 8. **Consent and withdrawal of consent**

### 8.1 **Consenting and withdrawal of consent**

Through agreeing to this privacy notice you are consenting to EVA Women's Aid ([evawomensaid.org.uk](http://evawomensaid.org.uk)) processing your personal data for the purposes outlined. You can withdraw consent at any time by emailing or phoning the data protection officer detailed in this document.

## 9. **Data retention policy**

### 9.1 **Data storage expiration**

EVA Women's Aid ([evawomensaid.org.uk](http://evawomensaid.org.uk)) will process personal data during the duration of any contract and will continue to store only the personal data needed for six years after the contract has expired to meet any legal obligations. After this period any personal data no longer required or dormant will be deleted.

## 10. **Amendments**

### 10.1 **Policy updates**

We may update this policy without notice. The most recent version will always be available on our website.

### 10.2 **Keeping up to date with this policy**

Website users should check this page occasionally to ensure you are in agreement with any changes to this policy.

## 11. Cookies

### 11.1 Types of cookie

Cookies may be either “persistent” cookies or “session” cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

### 11.2 Data contained within cookies

Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.

### 11.3 Storage of cookie data

Information provided in these cookies may be stored by EVA Women’s Aid ([evawomensaid.org.uk](http://evawomensaid.org.uk)) in an encrypted SQL database if it’s necessary the operation of our website. Cookies will also be stored by you, should your browser be set to use them.

### 11.4 Refusing and deleting cookies

Most modern browsers allow you to refuse to accept cookies and also allow you to delete cookies.

The methods for doing so vary from browser to browser, from version to version, and can be dependent on operating system. You can however obtain up-to-date information about blocking and deleting cookies via the following:

<https://support.google.com/chrome/answer/95647?hl=en> (Chrome)

<https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences> (Firefox)

<http://www.opera.com/help/tutorials/security/cookies/> (Opera)

<https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies> (Internet Explorer)

<https://support.apple.com/kb/PH21411> (Safari)

<https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy> (Edge)

### 11.5 The impact of blocking cookies

Blocking all cookies will have a negative impact upon the usability of many websites, and should you block cookies on our website, you will not be able to use all of the features of our website.

## 12. Complaints

### 12.1 Filing a complaint to the ICO

In the event that you wish to make a complaint about how your personal data is being handled, you have a legal right to complain to EVA Women’s Aid in writing to:

The Data Controller  
EVA Women’s Aid  
86 High Street  
Redcar

TS103DL

Or by email to [lisa@eva.org.uk](mailto:lisa@eva.org.uk)

If you do not get a response within 30 days of your correspondence, you can initiate a complaint to the ICO.(The Information Commissioner's Office) at the following address

**ICO**

Wycliffe House, Water Lane, Wilmslow, SK9 5AF

Telephone: 0303 123 1113

Email: <https://ico.org.uk/global/contact-us/email/>

**13. Policy Updates**

13.1 Latest version

The latest version of this document is dated 20<sup>th</sup> May 2022

13.2 Previous revisions

None