

Privacy policy (version August 2015)

1. General

We, Costa Foundation ("Costa Foundation"), respect the right to privacy of every individual who visits our site, mobile site or apps that we may have ("Digital Channels").

This privacy policy explains how we use any personal information we collect about you, and your rights to access and correct the personal information we hold about you.

2. What personal information do we collect and how we will use it?

When accessing our information, services or products, we may collect the following information about you:

- Contact details including title, name, date of birth, postal and email addresses, postcode, contact telephone numbers;
- Feedback from any surveys, research studies or questionnaires; and
- Computer or device information (e.g. your IP address, traffic data, location data and operating system).

We may supplement the information that you provide to us with information from trusted third parties for the purposes outlined in this privacy policy.

We may use your information for the following purposes:

- Administration of our Digital Channels;
- Administration and management of any surveys, research studies or questionnaires;
- Sending you communications about our charity news, activities, services and products that we think may be of interest to you. We may also send you service information communications.
- Business, website and user analysis and reporting; and
- Correspondence between us, including where you use our 'Contact us' form.

3. Sharing your personal information with third parties

We may disclose your personal information to:

- Our partners (<http://www.costafoundation.com/partners-2/>) and to service providers for the purposes outlined above;
- A buyer in the event that we or any of our assets are acquired by a third party (as your information may be one of the transferring assets); and/or

- Any third party where we are under a legal duty to do so, or in order to enforce or protect any of our rights, property or safety (or those of our customers).

Where personal information is processed on our behalf by third parties we put measures in place to keep your information secure.

Our Digital Channels may contain links to other websites, mobile sites and apps. This privacy policy only applies to our channels. When you link to other websites, mobile sites or apps we are not responsible or liable for them. You should read the privacy policies for those linked sites or apps before you submit any personal information to them.

4. Cookies

Our Digital Channels use cookies. To find out more, please consult our Cookie Policy.

5. Security

Costa Foundation takes the security of any personal information we hold very seriously.

In addition, our web servers are housed behind a secure firewall that prevents access to our databases by unauthorised users. All of our servers are housed in a secure environment with high levels of physical security.

However, the transmission of information via the internet is not completely secure. We cannot guarantee the security of your data transmitted to our site: any transmission is at your risk. Once we have received your information, we will handle it in accordance with our usual practices.

6. International transfers

We may transfer your personal information to, and store it at, destinations outside of the European Economic Area ("EEA") for the purposes outlined in this privacy policy. It may be processed by staff operating outside the EEA who work for us, or our service providers. By submitting your personal information, you agree to this transfer.

Costa Foundation will take appropriate measures to ensure that, wherever it is located, your personal information is treated securely and in accordance with this privacy policy.

7. Communications

We would like to keep you informed of Costa Foundation news, activities, services and products by post, phone, email, text and other electronic means.

If you have agreed to receive such marketing communications you may opt out or change your marketing preferences at any time by contacting us (<http://www.costafoundation.com/contact/>).

8. Access to and amending your personal information

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

You also have the right to request a copy of the personal information that we hold about you. To do so, please contact us (<http://www.costafoundation.com/contact/>). We may make a small charge for this service.

9. Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this webpage. This privacy policy was last updated in August 2015.

10. Contact us

If you require further information or have any questions regarding this privacy policy, then please email: piers@costafoundation.com, or write to us at:

Costa Foundation Manager
c/o Whitbread Court
Houghton Hall Business Park
Porz Avenue,
Dunstable
Bedfordshire
LU5 5XE

11. Further information

This site is operated by the Costa Foundation (registered charity number (114700))