

# Ménière's Society - Privacy Policy

Here at the Ménière's Society we take your privacy seriously. This Policy explains why we collect data, how we use and store it. By using our website, you agree to be bound by this Policy.

The Ménière's Society is a registered charity number 297246. We have an office in Dorking, Surrey. We have a team of three office staff, supported by a small group of volunteers. The Society's board of trustees oversees the running of the organisation. Our work helps people with vestibular conditions, raises awareness and funds, as well as supporting vital research.

Your data is stored securely and we will only use your personal information to administer your account, your membership and to provide the products and services you have requested from us. Your data will be used by our trusted providers (i.e. for mailing Spin magazine) on behalf of the charity and for the charity's purposes only. We will never share or sell your details with any organisation without seeking your consent.

If you have any questions regarding the below Policy and our privacy practices, please email us: [info@menieres.org.uk](mailto:info@menieres.org.uk) or write to: Ménière's Society, The Rookery, Surrey Hills Business Park, Wotton, Surrey RH5 6QT.

## Privacy Policy - In summary

**Personal information held by the Ménière's Society** may include your **name, address, telephone** number, **email** address, **date of birth** and **gender**.

As a minimum we need your name and address. Any other personal information you provide is your choice and helps us to (i) better administer your membership/ supporter account and (ii) provide you with the information you would like to receive from us. We may use your information to administer your membership, send our magazine, Spin, write and say thank you, send you a Happy Birthday email and contact you about the things you are interested in hearing about. We may also hold data of your Gift Aid Declaration, any donations/payments you have given to us, your membership status and any correspondence we have sent to you. We will, of course, also record your communication preferences so we can send you the information you are interested in and the method you would like to receive it.

**Don't miss out!** You can choose the information you would like to receive and how you would like to receive it. If we don't have your up-to-date communication preferences, we may not be able to send you certain information.

**We will not share, sell or pass on your details** to other individuals, groups or organisations without your express permission.

**We take steps to ensure your personal information is treated securely.** When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive information is encrypted and protected with 128 Bit encryption on SSL. When you are on a secure page the web address will start with <https://> and a lock icon will appear in the navigation bar of web browsers.

The accuracy of your information is important to us. **You are entitled to view, amend or delete the personal information we hold.** If you would like to amend or change any of information we hold about you, please contact us.



Ménière's Society The Rookery, Surrey Hills Business Park, Wotton, Dorking, Surrey, RH5 6QT  
+44 (0) 1306 876 883 | [info@menieres.org.uk](mailto:info@menieres.org.uk) | [www.menieres.org.uk](http://www.menieres.org.uk) | RCN 297246

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# Privacy Policy – In full

## How do we collect information from you?

We obtain information about you when you use our website, contact us by letter, telephone, email or via social media. This may be to request information, make a donation, take part in fundraising or a research project, or join as a member.

## What type of information is collected?

The personal information we collect might include your name, address, email address, telephone number, age, gender, IP address and information regarding what web pages are accessed and when. If you make a donation online or purchase a product from us, your card information is not held by us, it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions.

## How is your information used?

We may use your information to:

- process a donation that you have made;
- process orders that you have submitted;
- to carry out our obligations arising from any contracts entered into by you and us;
- dealing with entries into a competition;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals or other fundraising activities and services.
- process a grant, research, job or volunteering application.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (e.g. for the collection of Gift Aid). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

## Contacting our support team

When you contact us we need to collect the data you have given in order to reply with the information you need. We can't see your phone number when you contact us, but we can see your email address when you send us an email or make an enquiry via our website. If you write to us and include your address we will have this information. Copies of letters and emails are kept for a limited time (up to 12 months) for reference, to improve the efficiency of our business and to provide you with a high quality service. After this time they are then deleted and/or disposed of via confidential waste disposal. We try to keep as little information as possible. If you phone us, our team may take notes during the call, but we do not keep this information.

## Payments

When you make a donation, membership payment, or other contribution to the Meniere's Society, we will collect and process information about you. This may include your name, address, email address, telephone number, as well as the amount of your gift. If you give your credit/debit card details to us over the phone or via our website, we do not store these details. When you make a donation via the website, the data is stored on a secure server. We take appropriate measures to ensure the information is protected. You can also donate to the Ménière's Society via a number of online providers, including PayPal, WorldPay, JustGiving, Virgin Money Giving, BT Donate. These providers will have their own separate privacy policies which we recommend you read before using.



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## Website

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website. In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

Our website uses cookies. These are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better service. For more information on how to switch off cookies on your computer, our full cookies policy is detailed below. It is possible to switch off cookies by setting your browser preferences, please note turning off cookies may result in a loss of functionality when using our website.

## Cookies Policy

Cookies are small text files which are stored on your computer by your web browser and used by a website to read and write data which is used to improve your browsing experience.

Our website uses three cookies which are essential for the operation of our website. These allow the Content Management System to track your browsing session and identify you if you are logged in. This ensures that you can access the information you should be able to.

We currently do not use any Analytics Cookies or third party service cookies such as Twitter, Facebook, Google Analytics, Google Plus or sharing services such as AddThis.

The table below details the specific cookies that are read and written by this website (domain). This excludes cookies that are set as a result of third-party services we use.

Cookie	Name	Category/Description
ExpressionEngine	exp_last_activity, exp_last_visit, exp_tracker	Essential - These cookies are used by the scripting language 'PHP' and our website Content Management System (ExpressionEngine). These track your session state anonymously. The exp_last_activity and exp_last_visit cookies have a lifetime of 1 year and the exp_tracker cookie expire when you close your browser window.

You can disable cookies for this and any website you visit using controls built into your web browser.

You can use your web browser (eg Internet Explorer) to:

- Delete all cookies
- Block all cookies
- Allow all cookies
- Block third-party cookies
- Clear all cookies when you close the browser
- Open a 'private browsing' session
- Install add-ons and plug-ins to extend browser functionality

You can find full guidance on how to disable or otherwise control cookies that are written to your computer by your web browser at the corresponding browser vendor websites:



Browser	More Information
Microsoft Internet Explorer	<a href="http://support.microsoft.com/kb/278835">http://support.microsoft.com/kb/278835</a>
Google Chrome	<a href="https://support.google.com/chrome/answer/95647">https://support.google.com/chrome/answer/95647</a>
Mozilla Firefox	<a href="https://support.mozilla.org/en-US/kb/delete-browsing-search-download-history-firefox">https://support.mozilla.org/en-US/kb/delete-browsing-search-download-history-firefox</a>
Apple Safari	<a href="https://support.apple.com/kb/ph21411">https://support.apple.com/kb/ph21411</a>
Opera	<a href="https://www.opera.com/help/tutorials/security/privacy/">https://www.opera.com/help/tutorials/security/privacy/</a>

1. You can find out more about cookies, at [AllAboutCookies.org](http://AllAboutCookies.org).
2. You can opt out of being tracked by Google Analytics across all websites by visiting <http://tools.google.com/dlpage/gaoptout>.

If you have any further questions or queries about how we use Cookies on our website don't hesitate to contact us, email: [info@menieres.org.uk](mailto:info@menieres.org.uk).

### Who has access to this information?

Access to our database is restricted to our staff. Our database is held securely on a hosted (cloud) server. We will not share, sell or rent your information with other organisations. We may provide information to our trusted providers (i.e. for mailing Spin magazine or managing payments) on behalf of the charity and for the charity's purposes only.

We don't share or sell email or mailing lists with other organisations and businesses. As a member, we will hold your data for the duration of your membership. If you lapse or resign your membership we will delete your data, although we may hold data longer if required for statutory purposes (e.g. for claiming Gift Aid). When you are using our secure online donation pages, your donation is processed by a third party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions. We currently use PayPal and WorldPay.

We will never share your details with any individual or organisation without seeking your consent or if we are required to do so by law, such as for a court order or for the prevention of fraud or other crime.

### Keeping your data secure

When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive information is encrypted and protected with 128 Bit encryption on SSL. When you are on a secure page the web address will start with <https://> and a lock icon will appear in the navigation bar of web browsers.

Non-sensitive details, such as your email address, etc, are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

### Transferring your information outside of Europe

As part of the services offered to you through this website and through our hosted (cloud-based) systems, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in



a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy. If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

### **Are you under 18?**

If you are aged 18 or under, please get your parent/guardian's permission before contacting us whenever you provide us with personal information.

### **Access to your personal information**

The accuracy of your information is important to us. You are entitled to view, amend or delete the personal information we hold. If you would like to amend or change any of information we hold about you, please email your request to [elaine@menieres.org.uk](mailto:elaine@menieres.org.uk) or write to us Mènière's Society, The Rookery, Surrey Hills Business Park, Wotton, Surrey RH5 6QT or call us on 01306 876883.

You have the right to ask for a copy of the information The Meniere's Society holds about you. Please put your request in writing and send to: The Mènière's Society, The Rookery, Surrey Hills Business Park, Wotton, Surrey RH5 6QT. We may charge £10 for such information requests to cover our costs in providing you with details of the information we hold about you. Proof of ID may be required. It may take up to 28 days for us to provide this information.

### **Complaints**

If you are not happy with our privacy policy, or if you have a complaint, please contact us in writing. Please send correspondence to: The Mènière's Society, The Rookery, Surrey Hills Business Park, Wotton, Surrey RH5 6QT.

### **Changes to our Privacy Notice and Policy**

We keep this policy under regular review and may update it from time-to-time. Please check the policy regularly for changes. If significant changes are made in the way we use your data we will notify you. This notice was last reviewed April 2018.

If you have any questions about this notice, or if you wish to change your mind at any time about the information you receive from us or how you are contacted by the Mènière's Society, please contact The Meniere's Society, The Rookery, Surrey Hills Business Park, Wotton, Surrey RH5 6QT. Telephone 01306 876883 or email [info@menieres.org.uk](mailto:info@menieres.org.uk).

