

Privacy Policy for Impact & Evaluation Surveys

At Coram, we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who complete our surveys, how we use it, the conditions under which we may disclose it to others and how we keep it secure. Any questions regarding this policy and our privacy practices should be sent by email to Impactandevaluation@coram.org.uk.

Who are we?

Coram is a group of specialist children charities that reaches about 2.5 million beneficiaries every year. It is a long-established children's charity that has operated in the UK since 1739 and is registered Charity no. 312278. The Impact and Evaluation team undertakes research for Coram services, local authorities, central government and other providers of services to children and families.

How do we collect information from you?

We obtain information about you when you respond to a survey.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, IP address, and information regarding what 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, as explained below.

How is your information used?

We may use your information to:

- seek your views or comments on the services and opportunities we provide;
- obtain your views on issues of public concern relevant to Coram's mission
- tell others about our services, the sorts of people that use them and what they think of the service they get. This may include quoting anonymised comments in reports to other agencies
- carry out our obligations arising from any contracts entered into by you and us;
- dealing with entries into a competition;
- send you communications which you have requested

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 (for example 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.

Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf: We may pass your information to our third party service providers and partner agencies for the purposes of completing research tasks. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties beyond the Coram Group for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

We may transfer your personal information to a third party if we're under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our supporters and customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

How you can access and update your information

The accuracy of your information is important to us. If any of the other information we hold is inaccurate or out of date, please email us at: xxxx

You have the right to ask for a copy of the information Coram holds about you (we may charge £10 for information requests) to cover our costs in providing you with details of the information we hold about you.

Links to other websites

You may access us 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.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Transferring your information outside of Europe

As part of the services offered to you through this website, 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.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in April 2018.