

Network of Staff Supporters Ltd Privacy Policy

Your privacy is very important to us. At Network of Staff Supporters Ltd (NOSS), we take your privacy very seriously and our privacy policy sets out how we use and protect any information that you give Network of Staff Supporters Ltd to enable us to deliver our services to you.

Network of Staff Supporters Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement and for the specific reasons that it has been provided to us.



Whenever you provide such information, we are legally obliged to comply and adhere to the current legislation concerning the protection of personal data. To this end, we fully endorse and adhere to the principles of the General Data Protection Regulations 2108 (GDPR):

<https://ico.org.uk/for-organisations/guide-to-data-protection/data-protection-principles/>

1. Personal data shall be processed fairly and lawfully
2. Personal data shall be obtained only for one or more specified and lawful purposes and shall not be further processed in any manner incompatible with that purpose or those purposes.
3. Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.
4. Personal data shall be accurate and, where necessary, kept up to date.
5. Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
6. Personal data shall be processed in accordance with the rights of data subjects under this Act.
7. Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.
8. Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

NOSS commitment to you

- We don't ask you for personal information unless we truly need it.
- We don't share your personal information with anyone except to comply with the law and the contract specification for the delivery of our services to your organisation, or to protect our rights.
- We don't store personal information on our servers unless required for the on-going operation of our website and our business.
- We only keep the data for as long as necessary, and in line with the period required of us to maintain adequate and accurate business and financial records.

What we collect

We may collect the following information:

- Name, the organisation you work for, your job title or service, division or directorate
- Triage / OH reference number
- contact information including email address
- demographic information such as postcode

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping

- The provision of our business/services you and your employer (where appropriate and agreed with all parties).
- We may use the information to improve our products and services (from feedback received).
- To identify you when dealing with your requests – which may include queries, feedback or complaints
- *From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, or mail. We may use the information to customise the website according to your interests.

** we only do this with your consent, and we will ask you for your permission before we send you anything*

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online and through the conduct of our business and the delivery of our services to you.

How we use cookies

Cookies are text files placed on your computer to collect such things as standard internet log information and visitor behaviour information. This information can be used to track visitor use of the website and to compile statistical reports on website activity. For further information visit www.aboutcookies.org or www.allaboutcookies.org.

This website uses 3 cookies, all of which are necessary to operate the website:

- Security cookie
- Cookie consent cookie
- Load balancing cookie

You can set your browser **not to accept** cookies and the above websites tell you how to remove cookies from your browser. However, some of our website features may not function as a result.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Website Visitors

Like most website operators, Network of Staff Supporters Ltd collects non-personally-identifying information of the sort that web browsers and servers typically make available, such as the browser type, language preference, referring site, and the date and time of each visitor request. Network of Staff Supporters Ltd purpose in collecting non-personally identifying information is to better understand how Network of Staff Supporters Ltd visitors use its website. From time to time, Network of Staff Supporters Ltd may release non-personally-identifying information in the aggregate, e.g., by publishing a report on trends in the usage of its website.

Gathering of Personally-Identifying Information

Certain visitors to Network of Staff Supporters Ltd website choose to interact with Network of Staff Supporters Ltd in ways that require Network of Staff Supporters Ltd to gather personally-identifying information. The amount and type of information that Network of Staff Supporters Ltd gathers depends on the nature of the interaction. For example, those who wish to receive Network of Staff Supporters Ltd updates via email, we collect their emails. In each case, Network of Staff Supporters Ltd collects such information only insofar as is necessary or appropriate to fulfil the purpose of the visitor's interaction with Network of Staff Supporters Ltd. Network of Staff Supporters Ltd does not disclose personally-identifying information other than as described below. And visitors can always refuse to supply personally-identifying information, with the caveat that it may prevent them from engaging in certain website-related activities.

Data Storage

Your data collected through interactions with NOSS Head Office/Counsellors and in the delivery of our services to you/your organisation is saved on our database system which is stored securely in the United Kingdom.

Your data gathered from our website is stored securely in Europe.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at reception@noss.uk.com

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting only if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the **Data Protection Act 2018*** and **General Data Protection Regulations 2018**. If you would like a copy of the information held on you, please write to reception@noss.uk.com

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/>

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