

PRIVACY POLICY

WHO WE ARE

We are the Issa Foundation, an international humanitarian aid organisation registered in the United Kingdom, Charity number: 1166025, registered address of Waterside Head Office, Haslingden Road, Guide, Blackburn, Lancashire, United Kingdom, BB1 2FA, also referred to in this policy as “we” (and corresponding expressions).

We are the data controller in relation to the processing activities described below. This means that we decide why and how your personal information is processed.

TYPES OF PERSONAL INFORMATION WE PROCESS ABOUT YOU

We may process the following personal information that you have provided to us voluntarily through the website:

Category	Personal information included in this category
Contact	information which can be used to address, send or otherwise communicate a message to you, including: (i) name; (ii) postal address; and (iii) email address
Correspondence/ Feedback	information contained in feedback and correspondence between us

HOW WE USE YOUR PERSONAL INFORMATION

We may use and process your personal information where it is necessary for us to pursue our **legitimate interests** as a business, or that of a third party, for the following purposes:

- as part of our planning submission;
- to correspond or communicate with you;
- to comply with a request from you in connection with the exercise of your rights;
- for the management of queries, complaints, or claims; and
- for the establishment and defence of our legal rights.

OTHERS WHO MAY RECEIVE OR HAVE ACCESS TO YOUR PERSONAL INFORMATION

Our group companies, suppliers and service providers

We may disclose your information to our group companies, third-party service providers, agents, subcontractors and other organisations for the purposes of providing services to us or directly to you on our behalf.

When we use third party service providers, we only disclose to them any personal information that is necessary for them to provide their service and we have a contract in place that requires them to keep your information secure and not to use it other than in accordance with our specific instructions.

Other ways we may share your personal information

We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation. We may also transfer your personal information if we are under a duty to disclose or share it in order to comply with any legal obligation, to detect or report a crime, or to enforce or apply the terms of our contracts. We will always take steps with the aim of ensuring that your privacy rights continue to be protected.

WHERE WE STORE YOUR PERSONAL INFORMATION

All information you provide to us is stored on our secure servers which are located within the United Kingdom (UK) or European Economic Area (EEA).

If at any time in the future, we transfer your personal information to, or store it in, countries located outside of the UK or EEA (for example, if our hosting services provider changes) we will ensure that appropriate safeguards are in place for that transfer and storage as required by applicable law. This is because some countries outside of the UK and EEA do not have adequate data protection laws equivalent to those in the UK or EEA.

HOW LONG WE KEEP YOUR PERSONAL INFORMATION FOR

If we collect your personal information, the length of time we retain it is determined by a number of factors including the purpose for which we use that information and our obligations under other laws. We do not retain personal information in an identifiable format for longer than is necessary, in accordance with our data retention policy. The only exceptions to this are where:

- the law requires us to hold your personal information for a longer period, or delete it sooner;
- you exercise your right to have the information erased (where it applies) and we do not need to hold it in connection with any of the reasons permitted or required under the law (see the “Erasing your personal information or restricting its processing” section below); or
- in limited cases, the law permits us to keep your personal information indefinitely provided we put certain protections in place.

COOKIES

We only use strictly necessary or “essential” cookies on our website.

These cookies are essential for us to operate our website and to provide you with various services made available through our website. They also enable core functionality such as security, network management, accessibility and allow you to access secure areas of our website. As a result of the essential nature of essential website cookies, they cannot be switched off in our system. You can, however, block or delete them by changing your browser settings as described below under the sub-heading, 'Controlling Cookies', but please be aware that this may affect how the website functions or your user experience.

Controlling Cookies?

You have the right to control and manage cookies. Please bear in mind that blocking or refusing cookies can impact your user experience, and parts of our website may no longer be fully accessible. Most web browsers will allow you to see what cookies you have and delete them on an individual basis or block cookies from specific or all of the website. For more information on how to modify your browsers settings to block or filter cookies, please see www.aboutcookies.org or www.cookiecentral.com/faq.

YOUR RIGHTS

You have a number of rights, in certain circumstances, in relation to your personal information under data protection law. In relation to the rights that apply to you, we may ask you for information to confirm your identity and, where applicable, to help us to search for your personal information. Except in rare cases, we will respond to you within one month from either (i) the date that we have confirmed your identity or (ii) where we do not need to do this because we already have this information, from the date we received your request.

- **Accessing your personal information**

You have the right to ask for a copy of the information that we hold about you by emailing or writing to us at the address at the end of this policy. We may not provide you with a copy of your personal information if this concerns other individuals or we have another lawful reason to withhold that information.

- **Correcting and updating your personal information**

The accuracy of your information is important to us and we are working on ways to make it easier for you to review and correct the information that we hold about you.

In the meantime, if you change your name or address/email address, or you discover that any of the other information we hold is inaccurate or out of date, please let us know by contacting us in any of the details described at the end of this policy.

- **Objecting to our use of your personal information**

Where we rely on your legitimate business interests as the legal basis for processing your personal information for any purpose(s), as set out under the "How we use your personal information" section, you may object to us using your personal information for these purposes by emailing or writing to us at the address at the end of this policy. Except for the purposes for which we are sure we can continue to process your personal information, we will temporarily stop processing your personal information in line with your objection until we have investigated the matter. If we agree that your objection is justified in accordance with your rights under data protection laws, we will permanently stop using your data for those purposes. Otherwise, we will provide you with our justification as to why we need to continue using your data.

- **Erasing your personal information or restricting its processing**

In certain circumstances, you may ask for your personal information to be removed from our systems by emailing or writing to us at the address at the end of this policy. Unless there is a reason that the law allows us to use your personal information for longer, we will make reasonable efforts to comply with your request.

You may also ask us to restrict processing your personal information where you believe it is unlawful for us to do so, you have objected to its use and our investigation is pending or you require us to keep it in connection with legal proceedings. In these situations, we may only process your personal information whilst its processing is restricted if we have your consent or are legally permitted to do so, for example for storage purposes, to protect the rights of another individual or company or in connection with legal proceedings.

- **Transferring your personal information in a structured data file**

Where we rely on your consent as the legal basis for processing your personal information or need to process it in connection with your contract, as set out under the "How we use your personal information" section, you may ask us to provide you with a copy of that information in a structured data file. We will provide this to you electronically in a structured, commonly used and machinereadable form, such as a CSV file.

You can ask us to send your personal information directly to another service provider, and we will do so if this is technically possible. We may not provide you with a copy of your personal information if this concerns other individuals or we have another lawful reason to withhold that information.

- **Complaining to the UK data protection regulator**

You have the right to complain to the Information Commissioners Office (ICO) if you are concerned about the way we have processed your personal information. Please visit the ICO's website for further details.

CHANGES TO THIS POLICY

We may review this policy from time to time and any changes will be notified to you by posting an updated version on our website and/or by contacting you by email. Any changes will take effect 7 days after the date of our email or the date on which we post the modified terms on our website, whichever is the earlier. We recommend you regularly check for changes and review this policy whenever you visit our website. If you do not agree with any aspect of the updated policy, you must immediately notify us and cease using our services.

CONTACT US

Please direct any queries about this policy or your data protection rights to: Issa Foundation, Waterside Head Office, Haslingden Road, Guide, Blackburn, Lancashire, United Kingdom, BB1 2FA.