

Privacy Policy

The Bus Shelter Ipswich C.I.C.

Last Updated: 28/10/2024

At The Bus Shelter Ipswich C.I.C. ("we," "us," or "our"), we are committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and protect the personal information you provide to us when you use our website, make a donation, volunteer, or otherwise engage with our services.

1. Information We Collect

We collect the following types of information:

- **Personal Information:** Includes your name, email address, phone number, postal address, and other details you provide voluntarily when you sign up for newsletters, volunteer, donate, or contact us.
- **Financial Information:** We collect limited payment information when you make a donation, but we do not store full payment details. Payment processing is handled by secure third-party payment providers.
- **Website Usage Information:** We collect information about your usage of our website, including your IP address, browser type, pages visited, and other technical data, through cookies and analytics tools.

2. How We Use Your Information

We use your information for the following purposes:

- **Providing Services:** To process donations, respond to inquiries, and manage volunteer applications.
- **Communications:** To send newsletters, event updates, and information on how you can support our mission.
- **Fundraising and Marketing:** With your consent, to inform you of fundraising campaigns, appeals, and other opportunities to support The Bus Shelter Ipswich.
- **Improving Our Website:** To analyse website usage and improve our services and user experience.

3. Sharing and Disclosure of Information

We may share your information in the following circumstances:

- **With Service Providers:** We use third-party service providers (e.g., payment processors, email marketing platforms) to assist us with website operations and communications. These providers have access only to the information necessary to perform their functions.
- **Legal Compliance:** We may disclose your information to comply with legal requirements or to protect our rights and safety, or the rights and safety of others.

- With Your Consent: We may share your information in other ways if you provide explicit consent.

We do not sell or rent your personal information to third parties.

4. Your Rights

You have rights regarding your personal data, including:

- Access: You may request a copy of the personal information we hold about you.
- Correction: You may request to update or correct any inaccuracies in your personal information.
- Deletion: You may request deletion of your personal information, subject to legal requirements.
- Objection: You may opt out of receiving marketing communications by following the unsubscribe link in our emails or by contacting us directly.

To exercise these rights, please contact us at [Insert Contact Email].

5. Security of Your Information

We take reasonable measures to protect the personal information you share with us from unauthorised access, disclosure, alteration, or destruction. While no method of transmission over the internet is completely secure, we strive to protect your data through physical, administrative, and technical safeguards.

6. Cookies and Tracking Technologies

Our website uses cookies and similar tracking technologies to enhance user experience, analyse website usage, and enable certain functionality. By using our website, you consent to the use of cookies in accordance with our Cookie Policy.

You can manage your cookie preferences in your browser settings. However, disabling cookies may affect your experience on our website.

7. Links to Other Websites

Our website may contain links to external websites. This Privacy Policy applies only to The Bus Shelter Ipswich website. We are not responsible for the privacy practices of other websites and encourage you to review their privacy policies.

8. Children's Privacy

Our website and services are not directed to children under the age of 13, and we do not knowingly collect personal information from children. If we learn that we have inadvertently collected personal information from a child under 13, we will delete it as soon as possible.

9. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our practices or for legal or regulatory reasons. Any updates will be posted on this page with the revised “Last Updated” date. We encourage you to review this Privacy Policy regularly.

10. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or your personal information, please contact us at:

The Bus Shelter Ipswich C.I.C.

Email: [thebusshelteripswich@gmail.com]