



Forum Central

A collective voice for the health and care third sector

Website Privacy Policy

Purpose

Forum Central (referred to hereafter as the 'We' or the 'Partnership') are committed to protecting and respecting your privacy. Forum Central is delivered by three organisations: PSI-Volition, Tenfold and Leeds Older People's Forum.

This policy (together with terms of use and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting www.forumcentral.org.uk you are accepting and consenting to the practices described in this policy.

For the purpose of the Data Protection Act 1998 (the **Act**), and General Data Protection Regulations 2018 (GDPR) the as the lead contractor the Data Controller is: PSI-Volition, Suite C24, Joseph's Well, Hanover Walk, Leeds LS3 1AB.

Key purpose

To outline the Partnership's processes aligned to Data Protection and Privacy relating to you.

Information we may collect about you

We may collect and process the following data about you:

- **Information you give us.** You may give us information about you by filling in forms on our site www.forumcentral.org.uk (**our site**) or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you register to use our site, subscribe to our service, participate in discussion boards, post blogs or use other social media functions on our site and when you report a problem with our site. The information you give us may include your name, address, e-mail address and phone number, personal description and photograph.
- **Information we collect about you.** With regard to each of your visits to our site we may automatically collect the following information:
 - Technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information,

browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;

- Information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.
- **Information we receive from other sources.** We may receive information about you if you use any of the other websites we operate or the other services we provide. We are also working closely with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies) and may receive information about you from them.

Cookies

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our Cookie Policy.

Uses made of the information

We use information held about you in the following ways:

- **Information you give to us**

We will use this information:

- to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information and services that you request from us;
- to provide you with information about other services we offer that are similar to those that you have already enquired about;
- to provide you, or permit selected third parties to provide you, with information about services we feel may interest you. If you do not want us to use your data in this way, or to pass your details on to third parties please let us know;
- to notify you about changes to our service;
- to ensure that content from our site is presented in the most effective manner for you and for your computer.

- **Information we collect about you**

We will use this information:

- to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;

- to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
 - to allow you to participate in interactive features of our service, when you choose to do so;
 - as part of our efforts to keep our site safe and secure;
 - to measure or understand the effectiveness of promotions we serve to you and others, and to deliver relevant suggestions to you;
 - to make suggestions and recommendations to you and other users of our site about services that may interest you or them.
- **Information we receive from other sources**
We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

Disclosure of the information

We may share your personal information with the partner organisations delivering the Forum Central contract.

We may share your information with selected third parties including:

- Partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you.
- Analytics and search engine providers that assist us in the improvement and optimisation of our site.
- Credit reference agencies for the purpose of assessing your credit score where this is a condition of us entering into a contract with you.

We may disclose your personal information to third parties:

- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use. This may include exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Where we store your personal data

The data that we collect from you [may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). By submitting your personal data, you agree to this transfer, storing or processing. The Partnership will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Your rights

You have the right to ask us not to process your personal data for marketing purposes. To opt out please contact us at hello@forumcentral.org.uk

Our site contains links to and from the websites of our members, partner networks and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Access to information

The Act/GDPR gives you the right to access information held about you. Your right of access can be exercised in accordance with GDPR. Any access request is free unless considered to be excessive or the second request for the data, in which case it may be subject to an administration fee to meet our costs in providing you with details of the information we hold about you. This fee will only be charged in line with GDPR guidelines.

Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on the website. Please check back to see any updates or changes to our privacy policy.