

# **RESOLUTIONS' Privacy Policy**

Your privacy is extremely important to us and therefore please read this privacy notice as it contains important information on who we are, how and why we collect, store, use and share personal information, your rights in relation to your personal information and how to contact us and authorities if you have a complaint.

## **Who we are**

Resolutions collects, uses and is responsible for certain personal information about you. This is regulated under the [General Data Protection Regulation](#) which applies across the European Union including the United Kingdom and we are responsible as 'controller' of that personal information.

This Privacy Policy does not apply to the practices of third parties that we do not own or control.

## **The personal information we collect and use**

In our communications we collect the following personal information when you provide it to us:

- For the general Resolutions newsletter updates – your full name and email address, the organisation you work for and your job title. Your IP address is also recorded by our mailing list provider, MailChimp.
- We may receive your personal information via PayPal when you purchase our goods. Our Privacy Policy is in accordance with that of PayPal. PayPal's privacy policy can be [viewed here](#).

## **How we use your personal information**

We use your name and email address in the case of newsletter updates to send regular emails to keep you updated about Resolutions' work at the following frequency not more than once a week.

## **Who we share your personal information with**

We may share your Personal Information with our third party service provider MailChimp, which hosts our mailing lists and is based in the US, which processes the information that we collect from you. You can find MailChimp's [privacy policy here](#).

To combat software piracy, we use a CopyMinder protection system for non-dongle version software. [CopyMinder's Privacy Policy can be viewed here](#).

We will not share your personal information with any other third parties.

We will only share personal information with law enforcement or other authorities if required by applicable law.

## **How long your personal data will be kept**

We will hold your email address on our mailing lists until you decide to unsubscribe. We will delete your details if you unsubscribe.

## **Reasons we can collect and use your personal information**

We rely on Your Consent (that you have given clear consent for us to process your personal data for a specific purpose) as the lawful basis on which we collect and use your personal data.

## **Your rights**

Under the General Data Protection Regulation, you have a number of important rights free of charge. In summary, those include rights to:

- fair processing of information and transparency over how we use your use personal information
- access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address
- require us to correct any mistakes in your information which we hold
- require the erasure of personal information concerning you in certain situations
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations
- object at any time to processing of personal information concerning you for direct marketing
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- object in certain other situations to our continued processing of your personal information
- otherwise restrict our processing of your personal information in certain circumstances

For further information on each of those rights, including the circumstances in which they apply, see the Guidance from the [UK Information Commissioner's Office \(ICO\) on individuals' rights under the General Data Protection Regulation](#).

If you would like to exercise any of those rights, please:

- email, call or write to us at [enquiries@resolutions.org.uk](mailto:enquiries@resolutions.org.uk)
- let us have enough information to identify you (e.g. your name and email address),
- let us know the information to which your request relates
- If you would like to unsubscribe from any email updates you can also click on the 'unsubscribe' button at the bottom of the email. It will be removed immediately.

## **Keeping your personal information secure**

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it which is only within Resolutions. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

## **How to complain**

We hope that we can resolve any query or concern you raise about our use of your information.

The [General Data Protection Regulation](#) also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or by telephone: 0303 123 1113.

## **Cookie Policy**

### **What Are Cookies?**

Cookies are bits of information (memory files) stored in your browser by sites you visit. As is common practice with almost all websites, this site uses cookie to improve your experience by remembering your preferences and enable other cookie-based features (e.g. analytics).

### **Our Cookies**

When you submit data through a form such as those found on contact pages or comment forms, cookies may be set to remember your user details for future correspondence.

In order to provide you with a better experience and remember your preferences, we need to set cookies so that this information can be called whenever you interact with a page.

### **Third-Party cookies**

In special cases, we also use cookies provided by trusted third parties like Google Analytics. Third party analytics are used to track and measure usage of this site so that we can continue to produce engaging content.

### **How To Disable Cookies?**

Most browsers let you refuse to accept cookies. See your browser Help or Tool for how to do this. Be aware that disabling cookies may affect the functionality of this and many other websites you visit. Therefore, it is recommended that you do not disable cookies.

## **Changes to this privacy notice**

This privacy notice was published on 20<sup>th</sup> May 2018 and last updated on 20th May 2018

We may change this privacy notice from time to time. You should check this policy occasionally to ensure you are aware of the most recent version.

## **How to contact us**

Please contact us if you have any questions about this privacy notice or the information we hold about you.

If you wish to contact us, please send an email to [enquiries@resolutions.org.uk](mailto:enquiries@resolutions.org.uk) or write to:

2 Lea Valley House,  
Stoney Bridge Drive,  
Waltham Abbey  
Essex EN9 3LY

UK  
or call 07985 144106