

Cookies and privacy policy

1. Privacy Notice

In order to achieve our vision of ‘All children thriving in homes where the love of reading is embraced’ we are dependent on the generosity of our supporters. We are committed to protecting your privacy and the personal information we obtain about you, whether you are simply visiting the Doorstep Library website, or are a volunteer, an individual, charitable trust or company interested in financially supporting us. Our Privacy Policy sets out the basis on which any personal data or information we collect from you, or that you provide to us, will be processed by us.

We will never sell your data, and will only share personally identifiable data when you direct us to (or under the circumstances outlined in our Privacy Policy).

We will collect and use individual user details only where we have a legitimate reason and are legally entitled to do so in accordance with data privacy laws within the EU General Data Protection Regulation 2016/679 (the Regulation). For the purposes of the Act/ Regulation, the Data Controller for the Doorstep Library website is Doorstep Library Network, 2nd Floor 34 Grosvenor Gardens, London, SW1W 0DH. Doorstep Library Network is a registered charitable incorporated organisation (Charity No: 1158197).

2. Privacy Policy

What information will Doorstep Library collect?

- We collect information through your use of the Doorstep Library website www.doorsteplibrary.org.uk, including when you register with the Doorstep Library website, make a donation, complete a volunteer or other online application form, sign up to our e-newsletter, Twitter feed, Facebook or Instagram.
- Apart from recruitment and volunteer application processes, which may request detailed personal and/or sensitive information from you, the information retained by us will usually be your name, contact details, bank account details to process donations and whether or not you are a UK tax payer so that we can claim gift aid. Where we request other sensitive personal data from you, we will provide you with clear notice of this and an explanation as to why the information is needed.
- Please be aware that if you contact us by telephone, letter, fax, email or via a social media website (e.g. Facebook, Twitter, or Instagram), we may keep a record of that correspondence.
- Please note, in order to monitor browsing activity and user patterns, we may also retain details of your visits to our site including traffic data, location data, web logs and other communication data and the resources that you access. We may also collect information about your computer, such as your IP address, which is a unique identification number allocated to each individual computer or other network device.

3. How will Doorstep Library Network store my personal information?

- We use the information we collect about you in order to understand more about how our website is used, and to be able to send you communications that may be of interest to you.
- When you share your personal information on our website, you are sharing that information with Doorstep Library alone, unless you have given us your permission. For example, when you donate or complete an online application form, the data we collect from you may be transferred, processed and stored with third parties some of whom may be based outside the EEA. These third parties may assist us in, among other things, the processing of your payment details and the provision of support services. Any third parties who access your data in the course of providing services on our behalf are subject to strict contractual obligations to ensure your data is treated securely and in accordance with this Privacy Policy. By submitting your personal data, you agree to this process.
- All the information you provide to us will be stored on secure servers and any payment transactions will be encrypted. We will do our best to protect your personal data, however 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.
- We will hold your personal information on our systems for as long as is necessary for the relevant activity, for example we will keep a record of donations for at least six years.

4. How will Doorstep Library Network use my personal information?

We will use your personal information in a number of ways including:

- (a) To monitor and improve the services we offer on our website.
- (b) To provide you with information or services that you request from us or which we feel may interest you, where you have agreed to receive it.
- (c) To respond to any correspondence, you have entered into with us whether by letter, email, fax, social media or other means and contact you in relation to donations, application forms or other online content you have signed up for.
- (d) To notify you about any changes or updates to our service that may affect you.

5. Will Doorstep Library Network disclose my information to anyone?

- We will only use your personal information for the purposes for which it was obtained, unless you have given us your permission to share that information with others. With your permission, we will only share your information with selected third parties.
- We will keep your personal data confidential except where disclosure is required or permitted by law (for example to government bodies for tax purposes or law enforcement agencies for the prevention and detection of crime, subject to such bodies

providing us with a relevant request in writing) or in order to enforce or apply our terms and conditions and other agreements, or to protect the rights, property, or safety of Doorstep Library, our users, or other third parties.

6. Use of cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to user needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

7. Access to information

You may request details of personal information which we hold about you under the EU General Data Protection Regulation 2016/679. If you would like a copy of the information held on you please write to us: Doorstep Library Network, 2nd Floor, 34 Grosvenor Gardens, London, SW1W 0DH.

Changes to our Privacy Policy

Any changes we may make to our Privacy Policy in the future will be posted on this page and, where appropriate and significant, notified to you by e-mail.

8. Legal information and contacting us

All questions, comments or requests regarding our Privacy Policy are welcomed and should be directed to the following address: Doorstep Library Network, 2nd Floor, 34 Grosvenor Gardens, London, SW1W 0DH or email enquiries@doorsteplibrary.org.uk.