

SIGNIS PRIVACY NOTICE

INTRODUCTION

We are committed to protecting your privacy and will only use the information that we collect about you lawfully. This policy is intended to give you an understanding of how and why we use the information you provide to us with both online and otherwise.

Please read this policy carefully to understand how we will collect, use and store your data.

By using our website or providing us with your personal information you agree to it being used and stored in the manner set out in this policy. We may update this policy from time to time without notice to you, so please check it regularly.

OUR PRIVACY POLICY IN BRIEF

It's important that you read the full policy to understand what information we hold, how we may use it, and what your rights are - but if you don't have time to read it all now, here's a quick summary:

- We collect information that is personal data. Personal data is information that can be used to help identify an individual, such as name, address, phone number, email address, photos...
- We collect information about everyone who engages with SIGNIS. This could be members, subscribers, partners, those who participate in our or events, jurors, employees, trustees or project applicants for funding agencies.
- We collect information from members and donors to provide services or goods, to provide information, to fundraise for our work, to resource our activities and fulfil our charitable objectives and for administration.
- We only collect the information that we need or that you agree we can collect.
- We do our best to keep personal information secure wherever we collect personal data online.
- **We never sell your data and we will never share it with another company or charity for their own purposes.**
- We only share data where we are required by law or with carefully selected service providers who carry out work for us. We recognise the importance of ensuring that all our service providers treat your data as carefully as we would, use it only as instructed, and allow us to check that they do this.
- Our websites use cookies.

These are the key points of the privacy policy. You will find the policy in full below. This policy applies to all the websites we operate, our use of emails and postal mailings for marketing purposes, and any other methods we use for collecting information. It covers what we collect and why, what we do with the information, what we won't do with the information, and what rights you have.

WHAT INFORMATION DO WE COLLECT ABOUT YOU AND WHERE DO WE COLLECT IT FROM?

We will only ever collect the information we need - including data to help improve our services - or which you agree we can collect.

We collect personal data about you when you:

- register to receive communications from us
- request information, attend an event or make donations
- use our website using cookies.

The personal data collected may include:

- Your name
- Your billing / postal address
- Your telephone number(s)
- Your email address
- Your photo
- Records of your correspondence with us

You do not have to provide us with this information, but if you choose not to, then we may be unable to give you the information or service you request. For example, you do not have to tell us your telephone number, but it will help us to contact you quickly if we have a query. We receive and store your email address when you fill in one of our online forms and also if you subscribe to our emails or other e-publications we may offer.

We do also receive information from other sources, for example:

If we receive updated delivery and address information from our mail & delivery services, we will then correct your records. We may also check data against public records e.g. deceased records in order to keep our database accurate and up to do date. We also receive information from public sources as part of our research and profiling activity as explained above.

HOW WILL WE USE THE INFORMATION ABOUT YOU?

We will process your data for the following reasons:

- To fulfil your requests and continually improve your interaction with our website.
- To deliver literature and other materials that you have requested from us.
- To administer a donation from you.
- For our own internal administrative purposes and to keep a record of your relationship with us;
- To contact you by post, phone, e-mail and SMS, to provide you with information about us, our fundraising campaigns, our events, conferences, products and services, and any other information we think may be of interest to you.
- To manage your communication preferences.
- To carry out research to find out more information about our members' backgrounds and interests.
- To comply with applicable laws and regulations, and requests from statutory agencies.
- Enable technical maintenance work to be carried out by specialists on our server systems.

Whilst generally we will seek consent to process your data at the point we collect it, in some cases we may process data without consent where it is within our legitimate interests to do so (e.g. to process a donation you have made), provided that we respect your legal rights.

We will never sell or share your data with third parties for their own marketing purposes. We will not share your information with other individuals or organisations outside the SIGNIS Network.

Within the SIGNIS Network we will only share data to give you the best and most relevant experience.

We may allow our staff, consultants and/or external providers acting on our behalf to access and use your information for the purposes for which you have provided it to us (e.g. to deliver mailings, to analyse data and to process payments).

We only provide them with the information they need to deliver the relevant service, and we make sure your information is treated with the same level of care as if we were handling it directly.

Our website contains links to other websites. This privacy policy only applies to this website. When you link to other websites you should read their own privacy policies.

WHAT IS OUR LEGAL BASIS FOR PROCESSING DATA?

We use your consent for all the email newsletters delivered by us.

Every email newsletter you receive provides a clear opportunity for you to opt out of/unsubscribe from future email newsletters.

We use compliance with a legal obligation as the basis for processing any legally required activities.

WHO HAS ACCESS TO YOUR PERSONAL INFORMATION FOR PROCESSING DATA AND HOW DO WE KEEP IT SAFE? HOW DO WE PROTECT THE SECURITY OF THE INFORMATION YOU INPUT?

All your information will be transmitted securely. Our whole website is protected by a security certificate.

Our whole database is protected.

The information we collect from you may be transferred to and processed and/or stored at a destination outside the European Economic Area ("EEA"), including the U.S. If we send your personal data outside the EEA we will take reasonable steps to ensure that the recipient implements appropriate measures to protect your information.

By submitting your details, you agree to this use of your data.

HOW DO WE PROTECT THE CONFIDENTIALITY OF YOUR INFORMATION?

The confidentiality of your information is safeguarded by:

- Protecting data from improper use such as unlawful access, changes or destruction and accidental loss
- Occasionally requesting proof of identity before we disclose personal information to you

HOW LONG DO WE KEEP YOUR DATA FOR?

We will keep your personal data for no longer than is necessary for the purposes for which it is processed, in accordance with our internal data protection policy.

If you request to receive no further contact from us, we will keep some basic information about you on our suppression list in order to avoid sending you unwanted materials in the future.

WHAT ARE YOUR RIGHTS

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please contact us. We

want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

You can also opt-out of receiving all or some of our communications or request that we stop processing data about you for certain purposes (e.g. profiling) at any time, by contacting us using the details below.

If you have any questions or are unhappy with something that we have done or failed to do, we do want to know about it. Your comments enable us as an organisation to learn and continuously improve our services.

Please contact us by:

- Email: news@signis.net
- Post: SIGNIS
Rue Royale 310
1210 Brussels
Belgium
- Phone: (+32) 2 734 42 94

HOW WILL WE LET YOU KNOW OF CHANGES TO OUR PRIVACY POLICY?

We keep our privacy policy under regular review and we will place any updates on this webpage.

This privacy policy was last updated on October 25, 2019.