

## Raptor Foundation Privacy Notice

Here at the Raptor Foundation we take the privacy of your personal data serious and do not share, sell or pass on your personal data to anyone else. When you provide us with personal data we will process it in accordance with the current UK Data Protection legislation.

The Raptor Foundation holds your details on our database in order to process your membership/adoption as requested and to enable us to keep in touch with relevant details and information about events and activities.

We will not share your information to third parties except where it is part of providing a service to you. For example email communications (if opted in).

We basically use your information for the following purposes:

- to provide products and information linked to your purchase.
- for record keeping purposes.
- to verify your identity.
- to carry out market research to improve the products and services we offer.
- to personalise any communications that we may send you.

When you contact us online, over the telephone or face to face and provide us with personal information that data may be used to personalise and improve your experience, provide products and services you request from us and carry out market research.

When you register for an annual membership or adoption and provide us with contact information and personal details they are retained to enable us to contact you for renewal purposes and to send details about events and activities.

Please note, if you choose not to receive information from us we will not be able to keep you informed about new services, products, events or special offers that may interest you.

### **Security of information**

We take the security of your personal information seriously. When you submit your credit card details to us, we use a secure payment gateway with encryption technology to protect your information. In addition, we have security procedures in place to protect our paper based systems and computerised databases from loss and misuse, and only allow access to them when it is absolutely necessary to do so.

### **Access to registered users information**

We will use your information to contact you about offers and news about the Raptor Foundation by post, email or telephone. Your information will not be passed to any third parties.

### **Other web sites**

Our website may contain links to other websites which are out of our control and are not covered by this privacy policy. If you access other sites using the links provided, the operators of these sites may collect information from you which will be used by them in accordance with their privacy policy, which may differ from ours.

## **Access rights**

You have a right to access the personal data that we hold about you. You can obtain a copy of your personal information by writing to us at the following address: The Raptor Foundation, The Heath, St Ives Road, Woodhurst, Cambs PE28 3BT. Proof of identity will be required.

You can correct or update your personal information at any time by emailing us at [admin@raptorfoundation.org.uk](mailto:admin@raptorfoundation.org.uk) . Please include your name, address and email address to ensure we are amending the correct person's record.

You can also request that your personal information is removed from our database at any time. Details will only remain if relevant to a product or service you have purchased.

We will securely retain your information until the product or service has been taken or is necessary in accordance with applicable law. If you wish your information to be deleted please write to us at the above address.

If you have subscribed to receive marketing communications you can unsubscribe at any time.

## **Privacy policy updates**

We try to maintain high standards and so our policies and procedures are regularly reviewed. We recommend that you periodically check our privacy policy to see the latest version.