

Merchants' Place Privacy Policy

Who we are

At Merchants' Place we are committed to maintaining the trust and confidence of our clients. In this Privacy Policy we will provide information on when and why we collect your personal information, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

Types of data we collect

Personal Information

We collect personal information such as names, postal addresses, email addresses and phone numbers via the centre, our Interest form and Volunteer Registration form. For services funded by grants we use Feedback and Monitoring forms. We use this data in a number of ways:

- a) to contact you regarding information you have requested .i.e. courses, workshops, advice sessions, volunteer roles and centre news and events;
- b) to give our funders monitoring information they require;
- c) to gather feedback to improve our services.

Guest access to Merchants' Place I.T.

Clients may save information on our I.T equipment. Clients using our I.T. will be issued with a Log in / Learner account. This allows access to a private area within our server. As part of the usual I.T. maintenance each learner account will be cleansed annually at the end of every academic year (August) during the process all information saved will be deleted.

Wi-Fi

Merchants' Place offers free Wi-Fi access for people using the centre. The Wi-Fi is secure and accessed using a password which is changed annually. We do not collect or undertake any monitoring of guest access Wi-Fi for promotion activity.

When you use Merchants' Place Wi-Fi we may collect data about:

- a) your device;
- b) the volume of data which you use;
- c) the websites and applications which you access; and
- d) your usage by access time, frequency and location.

We use this information measure our I.T. performance. We will not share this data with any other organisation.

Mailing Lists

As part of the registration process for our e – newsletter and to keep you updated via telephone calls or emails we collect personal information. We collect this information either in person at the centre or via our contact page on our website or subscribing via our website. We use that information for a couple of reasons: to tell you about stuff you’ve asked us to tell you about; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you’re happy and satisfied. We do not sell or trade email lists with other organisations and businesses.

We use our website to deliver our newsletter. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see WordPress privacy notice. You can unsubscribe to general mailings at any time by clicking the unsubscribe link at the bottom of any of our emails or by emailing info@merchantsplace.co.uk

Third Parties

We may share your information with relevant organisations in accordance with your consent.

We may share anonymised personal information with other organisations, particularly external funders, who may use this to analyse our projects and self-generated funding to understand the impact of our projects.

Access to your personal information

You are entitled to view, amend or delete your personal data. Contact Merchants’ Place 01263 519454 or info@merchantsplace.co.uk . Your request will be actioned within one month of the date of the request.

Changes to this Privacy Notice

Our Privacy Policy will be reviewed annually.

Last review date: 23rd May 2018

Next review date: August 2019