Privacy policy

 At NDAS (Northumberland Domestic Abuse Services) we’re committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you’re happy with any changes. By using our website, you’re agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to ir@nda.services or by writing to NDAS, Unit 3, Waterhouse, Burn Lane, Hexham, Northumberland, NE46 3HN.

Who are we?

We’re Northumberland Domestic Abuse Services (NDAS), a local independent registered charity (no. 1122969) and company limited by guarantee (no.6431269). The registered address is NDAS, Unit 3, Waterhouse, Burn Lane, Hexham, Northumberland, NE46 3HN.

How do we collect information from you?

We obtain information about you when you refer to us for services using our website, or refer to us by contacting us by phone. We may also be given your information by other organisations to referring in on your behalf, however this should always be done with your consent.

What type of information is collected from you?

The personal information we collect includes your name, address, and contact details along with information about the offender and children. Information regarding your circumstances will also be obtained to make sure you and your family are currently safe from harm. This information is held securely and confidentially unless you tell us something that suggests you or others are at risk of harm. In this case NDAS has a duty of care towards you and others to inform the statutory agencies who are there to keep you and others safe.

How is your information used?

We will use your information to:

* carry out our duty of care in service delivery arising from a contract entered into by you and us;
* seek your views or comments on the services you have received;
* notify you of changes to our services;
* send you communications which you have requested and that may be of interest to you. These may include information about campaigns, and fundraising activities that may be of interest, this will only be done with your consent.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). We will hold your personal information on our systems for as long as is necessary for the relevant activity, as long as is set out in any relevant contract you hold with us, or as long as we are legally required to do so.

Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

We will not share your information with other agencies without your permission.

We will only share your information as necessary in the event of you or others being at risk of harm.

How you can access and update your information

The accuracy of your information is important to us. If you change email address, or any of the other information we hold, please contact us by telephone on:

 01434 608030.

You have the right to ask for a copy of the information NDAS hold about you.

Security precautions are in place to protect the loss, misuse or alteration of your information

Non-sensitive details (your email address etc.) that is transmitted normally over the Internet, can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk.

Once we receive your information, we make our best effort to ensure its security on our secure case management system.

Use of 'cookies'

Like many other websites, the NDAS website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual.

It is possible to switch off cookies by setting your browser preferences.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website‚ so we encourage you to read the privacy statements on the other websites you visit. NDAS cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

Review of this statement

We keep this statement under regular review. This statement was last updated in March 2018.