



PRIVACY NOTICE (ONLINE)

Redwoods fully respects your right to privacy and this document sets out details of our privacy practices and what we do to maintain your right to privacy.

This notice forms part of our website terms and conditions (website terms). By accepting our Website Terms or by visiting www.redwoods.org.uk (the website) you are accepting and consenting to the practices described in this Privacy Policy.

What information do we collect from you?

Through your use of our website we may collect the following information from you:

- Information that you submit by filling in forms on our site;
- Information that you give us when making an enquiry about one of our services.

This may include your name, address, phone number, email address.

It is also important to note that the company that runs our website platform (Squareup International Ltd) process website user data. They are also subject to GDPR regulations, and describe what data is processed and how it is stored and used in their Data Processing Terms which you can read at <https://www.weebly.com/uk/data-processing-terms>. We would encourage you to read this information.

How will we store and use your information?

Any information collected through an enquiry you make will only be used for the purposes of responding to that enquiry, and will only be stored while that enquiry is active.

Subsequently your details will be deleted/destroyed in a confidential manner.

Cookies

When we provide services, we want to make them easy, useful and reliable. This sometimes involves placing small amounts of information on your computer, which is sent back to us at a later time. These are called 'cookies'.

When you first visit our website, you will see a banner at the bottom that allows you to accept cookies. If you click 'I accept', cookies will be set. If you click 'remind me later' no cookies will be set. If you accept cookies, but change your mind later, you can click on the 'cookie opt-out' button at the foot of the website. You can also manage cookies from within the web browser that you use – please visit the settings option in your web browser for more details.

These cookies are listed below.

Cookie name	AWSELB
Cookie Category	Strictly Necessary
Cookie Qualities	• Third party: everyclick.com

	• Cookie sets for 1 hour • This cookie is associated with the Amazon Web Services Elastic Load Balancing functionality for routing client request on the server.
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Cookie name	<u>_</u> utma
Cookie Category	Performance
Cookie Qualities	• Third party: Google Analytics • Cookie sets for 2 years • This is one of the four main cookies set by the Google Analytics service which enables website owners to track visitor behaviour and measure site performance. This cookie distinguishes between users and sessions and is used to calculate new and returning visitor statistics. The cookie is updated every time data is sent to Google Analytics

Cookie name	<u>_</u> utmb
Cookie Category	Performance
Cookie Qualities	• Third party: Google Analytics • Cookie sets for 1 hour • This is one of the four main cookies set by the Google Analytics service which enables website owners to track visitor behaviour and measure site performance. This cookie determines new sessions and visits. The cookie is updated every time data is sent to Google Analytics. Any activity by a user within the 30 minute life span will count as a single visit, even if the user leaves and then returns to the site. A return after 30 minutes will count as a new visit, but a returning visitor.

Cookie name	<u>_</u> utmc
Cookie Category	Performance
Cookie Qualities	• Third party: Google Analytics • Cookie sets for the session only • This is one of the four main cookies set by the Google Analytics service which enables website owners to track visitor behaviour and measure site performance.

Cookie name	<u>_</u> utmt
Cookie Category	Performance
Cookie Qualities	• Third party: Google Analytics • Cookie sets for 10 minutes • This cookie is set by Google Analytics to throttle the request rate for the service – limiting the collection of data on high traffic sites. It expires after 10 minutes

Cookie name	<u>_</u> utmv
Cookie Category	Performance
Cookie Qualities	• Third party: Google Analytics • Cookie sets for 10 minutes • This is a cookie set by the Google Analytics service which enables website owners to track visitor behaviour and measure site performance. The cookie is updated every time data is sent to Google Analytics.

Cookie name	<u>_</u> utmz
Cookie Category	Performance

Cookie Qualities	• Third party: Google Analytics • Cookie sets for 6 months • This is one of the four main cookies set by the Google Analytics service which enables website owners to track visitor behaviour measure of site performance. This cookie identifies the source of traffic to the site – so Google Analytics can tell site owners where visitors came from when arriving on the site. It is updated every time data is sent to Google Analytics.
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Cookie name	wordfence_verifiedHuman
Cookie Category	Performance
Cookie Qualities	• Third party: WordPress plugs-ins • Cookie sets for 24 hours • This cookie is used to make sure that the message form on our contact page is completed by a human.
Cookie name	wp-chgfontsize and wp-chgfontsize-units
Cookie Category	Performance
Cookie Qualities	• Third party: WordPress plugs-ins • Cookie sets for 30 hours • These cookies are part of the text-size plug-in on our website

To learn more about cookies, you may wish to visit: www.allaboutcookies.org, www.youronlinechoices.eu or www.google.com/policies/technologies/cookies/

If you follow any links from this website to an external website, please remember to check the cookies/privacy policy pertaining to that website.

Who will access your information?

Administrative and management staff will access your information in order to respond to your enquiry.

Redwoods will never pass on your information to any third party.

If you follow an external link from our website, Redwoods takes no responsibility for their content or how they may use your information.

Further information

If you would like further information about any aspect of data protection in Redwoods, please contact the central office at Kirk Farm House, 6 Lasswade Road, Edinburgh EH16 6RZ or at office@redwoods.org.uk.

You may ask for a copy of our Privacy Notice at any time, noting that this covers information collected through our website. Separate notices exist for information collected from our staff and from people we support.

You have the right to find out what information we hold about you – you can formally request this by writing to the address above or emailing office@redwoods.org.uk. Redwoods reserves the right to make a charge to cover the administration of this. Further information about data protection and your rights can be found at www.ico.gov.uk.