

OAB OnLine Privacy Policy

We respect your right to privacy. This Privacy Policy sets out details of the information that we may collect from you and how we may use that information. Please read this Privacy Policy carefully.

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1. About Us

In this Privacy Policy, references to “we” or “us” or “OAB”

are to Oxfordshire Association for the Blind, is registered as a charity in England and Wales No.1140556 and as a company limited by guarantee in England and Wales No. 07465300. Registered office address: Bradbury Lodge, Gordon Woodward Way, Abingdon Road, Oxford, Oxfordshire, OX1 4XL, who will be the controller of any personal data processed as described in this Privacy Policy.

If you have any questions about your personal information, please contact OAB.

2. Collection of Information

When you access the Website via any means, we may collect, store and use certain of your personal information in line with this policy. We may also ask you for information when you report a problem with the Website or communicate with us about any services provided by OAB.

We may also collect data relating to your visits to the Website that cannot identify you but records your use of our Website including, for example, details of how long you have used the Website for.

We may also collect your computer's IP address in order to help us tailor the service to your location.

We may receive and store information about you from third parties (such as Social Services, medical professionals) who are legally entitled to disclose that information.

3. What we Collect

We may collect the following information:

- Name
- Contact information including postal address, telephone number(s) and email address

- Details of your registration (if you are registered Sight Impaired or Severely Sight Impaired)
- Demographic information including age, gender, details of health conditions and domestic living arrangements
- Other information relevant to OAB's services and activities

4. Use of Your Information

By interacting with OAB by any means, you agree that your personal information may be collected, stored and used by us for any of the following purposes:

- to provide, maintain, protect and improve the quality of the information and services we provide, including by conducting anonymised market research, and to protect us and our users
- to provide you with a personalised browsing experience when using the Website
- to fulfil any contractual agreements between you and us
- to tailor our advertising on social media to your use of the Website
- to allow you to use the full range of features on or via our Website
- to send you email notifications and updates about our services
- to comply with legal and regulatory requirements
- to contact you occasionally in order to invite you to share your opinions and experiences of OAB

5. What we do with the information we gather

We require this information to understand your needs and provide you with better services and advice, and in particular for the following reasons:

- Internal record keeping
- Improvement of OAB services
- To send / email you the official OAB Newsletter or other information which we think you may find interesting and/or useful
- We may also use the information to customise the website according to user's interests
- We may use your email address to send you updates about our Services.

You can control all of your contact preferences by contacting OAB (see section 14).

6. Storage of Information

All information is stored either on our secure servers or fully secured cloud storage

In addition, we (or third parties acting on our behalf) may also store or process information that we collect about you in countries outside the EU, which may have lower standards of data protection. We have put in place technical and organisational security measures to prevent the loss or unauthorised access of your personal information. However, whilst we have used our best efforts to ensure the security of your data, please be aware that we cannot guarantee the security of information transmitted over the Internet.

7. Legal Basis for Processing Your Information

Our legal basis for collecting and using the personal information described above will depend on the personal information concerned and the specific context in which we collect it.

However, we will normally collect personal information from you only (i) where we have your consent to do so, (ii) where we need the personal information to perform a contract with you, or (iii) where the processing is in our legitimate interests and not overridden by your rights. In some cases, we may also have a legal obligation to collect personal information from you.

If we ask you to provide personal information to comply with a legal requirement or to perform a contract with you, we will make this clear at the relevant time and advise you whether the provision of your personal information is mandatory or not (as well as the possible consequences if you do not provide your information).

Similarly, if we collect and use your personal information in reliance on our legitimate interests (or those of any third party), we will make clear to you at the relevant time what those legitimate interests are.

8. Disclosure of Your Information

We may, with your consent, disclose your personal information to third parties when permitted by law including:

- Our suppliers in order for them to help us provide our services to you
- Our provider of customer relationship management services (which allows us, for example, to send personalised email communications to you)
- Our provider of file storage and management services if you email us directly

- Our payment services provider when you make a purchase to process your payment

These suppliers' use of your personal data may be subject to their own privacy policies, which are available on their websites, and which we suggest you familiarise yourself with in the relevant circumstances set out above.

If we sell or buy any business or assets, in which case we may disclose your information to the prospective seller or buyer of such business or assets, provided that they continue to use your information substantially in accordance with the terms of this Privacy Policy.

If all, or substantially all of our assets, are acquired by a third party provided that they continue to use your information substantially in accordance with the terms of this Privacy Policy, in which case information held by us will be one of the transferred assets.

If we are under a duty to disclose or share your information in order to comply with any legal obligation, or in order to enforce or apply our Terms and other agreements; or to protect our rights, property, or safety, our users, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

9. Data Retention

We retain personal information we collect from you where we have an ongoing legitimate organisational need to do so (for example, to provide you with a service you have requested or to comply with applicable legal, tax or accounting requirements).

When we have no ongoing legitimate organisational need to process your personal information, we will either delete or

anonymise it or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

10. Your Rights

You have the following data protection rights:

You can edit your personal details whenever you wish by contacting OAB (see section 14). We maintain a procedure in order to help you confirm that your personal information remains correct and up-to-date or choose whether or not you wish to receive material from us or some of our partners.

In addition, you can object to processing of your personal information, ask us to restrict processing of your personal information or request portability of your personal information. Again, you can exercise these rights by contacting us using the contact details provided under the “Contacting OAB” heading below.

You may unsubscribe from certain email communications by replying to the email with the word “Unsubscribe” in the main body of your reply. You may also email us at admin@oxeyes.org.uk in order to access, correct, delete or update your personal information on our systems. We will answer every email as promptly as possible.

Similarly, if we have collected and process your personal information on the basis of your consent, then you can withdraw your consent at any time. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect processing of your personal information conducted in reliance on lawful processing grounds other than consent.

If you have any privacy-related questions or unresolved

problems, you may contact us using the information provided at the end of this document.

If we cannot resolve any issues that you may have, you have the right to complain to a data protection authority about our collection and use of your personal information. For more information, please contact the information Commissioner's Office (<https://ico.org.uk/>).

The Website may, from time to time, contain links to and from the websites of third parties. If you follow a link to any of these websites, please note that these websites have their own privacy policies. Please check these policies before you submit any personal information to these websites.

11. Children

We strongly believe in protecting the privacy of children. However, we do collect and maintain personal information from persons under 18 years of age in order to provide services to that person, but only with their consent and the consent of their parent/ guardian. This does not affect their rights regarding our use of personal data,

12. Cookies

The Website uses cookies. Cookies are small files stored on your computer's hard drive which are used to collect your personal information. You may choose to refuse cookies but, if you do so, some of the functionality of the Website may no longer be available to you.

13. Updating this Privacy Policy

We may update or amend this Privacy Policy from time to time, to comply with law or to meet our changing organisational requirements. When we update our Privacy Policy, we will take appropriate measures to inform you, consistent with the significance of the changes we make. Any updates or amendments

will be posted on the Website. By continuing to access the Website, your access and use will be subject to these updates and amendments.

14. Contacting Us

If you have any questions, comments or complaints about this Privacy Policy, please contact us using the details below:

By email: admin@oxeyes.org.uk

By phone: 01865 725595

By post: Oxfordshire Association for the Blind, Bradbury Lodge, Gordon Woodward Way, Oxford, OX1 5XL

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