

# **Nour –Domestic Violence Charity**

## **PRIVACY POLICY**

The work at Nour is only impactful with your support and your voices strengthening ours. This platform encourages you all to engage, utilise our resources and access our services. It is important to us therefore, that any confidential information you share with us is responsibly protected, and that you feel safe and comfortable with the information you provide us.

The information we gather from you is used in the following ways:

- a) To keep in touch with Nour via sign-up to the newsletter  
Your email address and name are used and these details are not shared with any third parties. The information is retained within our database which is accessible by Nour administrators. You can opt out of the newsletters at anytime and we will respect this and process within 2 weeks.
- b) You can follow our social media pages on fb, twitter and instagram. These accounts are curated by Nour administrators and your information is not passed to any third parties. Information offered by users may at times be used to direct our forthcoming campaigns and strategies at Nour-DV.
- c) We gather information from our website using Google Analytics Inc. This is to monitor traffic to our website and provide statistics which may be used for grant applications.
- d) Users are able to use the private message feature on fb to contact Nour. If the questions are not general and relate to access to our services or help, we direct the user to use our online contact form. This is used to decide on the best services Nour can offer or signpost on for the client. The information collected here, are used to provide general statistics which may be used for promotion material and funding applications.
- e) Sensitive information is never disclosed to the public unless we have prior consent from the client such as when using testimonials or sharing survivor stories.
- f) The contact form on the website is used to collect essential information for users who wish to access our services such as counselling. This information is retained and accessed only by Nour administrators and the information is passed onto our counselling co-ordinator. All information from the counselling sessions and so forth are under the care of Khair Therapeutics. Please contact Nour if you wish to read a copy of Khair's privacy policy.

## Our Promise to You

- g) We will never release or share or sell your information to anyone outside of Nour-DV.
- h) We will keep our records accurate and up to date, and not keep them longer than necessary.
- i) We will not put undue pressure on you to support us. We are always happy to take on board your feedback for future communications.
- j) We are aware that we may be working with vulnerable people, and we are careful and sensitive about the material we share. We will keep your information safe and will only disclose this if required by law.
- k) We will always provide an easy way for you to contact us. You can email [info@nour-dv.org.uk](mailto:info@nour-dv.org.uk) or use the online contact form at [www.nour-dv.org.uk](http://www.nour-dv.org.uk).
- l) We do not store any credit/debit card information.
- m) Nour-DV fully complies with the Data Protection Act 1998 and Disclosure and Barring Services (DBS) Code of Practice.
- n) Your information is collected and stored to be accessed by Nour administrators (volunteers), trustees and our counselling co-ordinator through Khair Therapeutic.
- o) We will never give, rent or sell your information to other organisations for their marketing purposes.
- p) When you provide Nour-DV with your personal information, we do all we can to ensure that it is treated securely. Unfortunately, no data transmission over the internet can be guaranteed to be completely secure. So while we strive to protect your personal information, we cannot guarantee the security of your data transmitted to our site and therefore any transaction is at your own risk. Once we have received your information, we will take reasonable steps and all other precautions required by law to protect that information from misuse and loss and from unauthorised access, modification or disclosure.
- q) We use trusted third parties such as eventbrite, justgiving and other such hosts when we take any payments/donations.
- r) If required to do so by any applicable law, Nour-DV may need to disclose some or all of your personal information depending on the level to which we are legally required to comply.

- s) There are times when we may make your information available to third parties who are acting on our behalf such as lawyers or refuges we have sign-posted you onto.
- t) We will never share your information with other organisations except in the following circumstances:
  - i. Where there is a serious risk of harm to any child or vulnerable adult or
  - ii. Where ordered to by the Court or
  - iii. Where required to do so under the Prevention of Terrorism Act 1989
- u) You have a right to know what information Nour-DV are storing. You can ask about the information we are holding or update it by contacting [info@nour-dv.org.uk](mailto:info@nour-dv.org.uk).
- v) You can also send complaints about the information we hold by contacting [info@nour-dv.org.uk](mailto:info@nour-dv.org.uk).

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