

PRIVACY POLICY

Veritas Justice CIC

We are committed to protecting the personal information and data of everyone involved with our organisation, this includes our clients, staff volunteers and partner agencies. This page, together with our terms of use for our website and our cookies policy, set out the basis on which we will process any personal information we collect from you or that you provide to us.

Any questions regarding this privacy policy should be sent by email to admin@veritas-justice.co.uk, or by writing to:

The Office Manager
Veritas Justice
113 Queens Road
Brighton
BN1 3XG

Who are Veritas Justice?

We are Veritas Justice, a not for profit community interest company specialising in training, research, reform and support for those affected by the criminal act of stalking, and for family, friends and professionals who have an interest in helping those service users. We know that stalking is a hideous crime that changes lives and has a long-term detrimental impact on its victims. Though our unique position of being able to combine personal experience with professional expertise, we are committed to raising awareness and offer support to those affected by stalking.

We are currently the only professional organisation offering these services in one place within the Sussex area, receiving cases referred on from other organisations that require specialist attention.

Our registered community interest company number is 09132338 in England and Wales. Within the context of this Privacy Policy "Veritas Justice" and "We" mean Veritas Justice CIC.

The Types of Information We Collect

When you engage with us, for example by accessing our information or requesting services/products, becoming involved in any of our campaigns, or attending any training courses or workshops, we may collect and process personal information about you. Depending on your activity, this personal information may include any of the following: name, email address, postal address, landline or mobile number and date of birth.

We may also ask you for information when you report a problem with our website. If you contact us, we may keep a record of that correspondence. We may ask you to complete surveys that we use for research purposes, although you are not compelled to respond to them.

We may also collect details of your visits to our website, including, but not limited to, traffic data, location data, weblogs, and other communication data and the resources that you access.

By submitting this personal information, you enable us to provide you with the best and most appropriate information, services or products that you select.

On occasion, we may improve the quality and accuracy of your telephone and postal address contact details by checking against external data lists. We may also use other external sources for customer analysis and data quality purposes so that our communication with you is as relevant as possible. We will only use data collected in this manner for the purposes to which you have consented.

To help us create a more effective website that reflects users' needs, we may also use cookie files to collect and record information about how our site is used and collect your IP address (an address number that identifies a specific computer or other web-enabled device) for system administration and to report aggregated information. Cookie files and IP addresses will not identify you as an individual. For more information on cookie files and IP addresses, please read our [cookies policy](#). By continuing to use our site, you agree to our use of cookies.

How we may use your personal information

- a. To provide you with information (including fundraising or campaigning activities), services or products that you have requested, or which we feel may interest you where you have consented to being contacted.
- b. To allow you to participate in interactive features on our website, when you choose to do so. For example, we may help you to complete forms by auto filling your contact details for you to edit.
- c. To analyse your use of our website with a view to gaining a sound understanding of your requirements, leading to our improving the services offered by providing you with the most user-friendly navigation experience we can for your chosen web-enabled device.
- d. Regarding IP addresses, to identify your approximate location, block disruptive use or to establish the number of visits to the website from different countries.
- e. To process personal information for the purposes of customer analysis and direct marketing to help us with our activities and to provide you with the most relevant information.

If you do not want us to use your data for direct marketing purposes, please tick the relevant opt-out box on the form on which we collect your data or contact our office via telephone (the numbers are on our website). Also, see 'How we will contact you' below.

We review our retention periods for personal information on a regular basis. We are legally required to hold some personal information to fulfil statutory obligations. In all other cases, we will hold information about you for as long as is deemed necessary in order that we can respect your preferences for being contacted by us.

How We Will Contact You

If we contact you by phone or letter, we will not contact you again if you ask us not to. You can contact us to change your contact preferences by emailing our office on info@veritas-justice.co.uk, or by calling 01273 234773.

We will never contact you to send you information about how you can support Veritas Justice by email or text unless you have given us your prior permission.

How we handle your information and other organisations

Veritas Justice will not rent or sell your personal information to other organisations for use by them in their own direct marketing activities.

However, where you have given us permission to contact you, we may use external service providers to do this on our behalf. An external service provider may, for example, include a fundraising agency calling on our behalf. We may also ask external service providers to carry out tracking and analysis on our behalf, as described in the cookies policy.

Where we use an external service provider to act on our behalf, we will disclose only the personal information necessary to deliver the service asked of them and will have a contract in place that requires the provider to comply with Veritas Justice data protection and information security requirements.

We may disclose your personal information to third parties if we are under a duty to disclose or share your personal data in order that we may comply with any legal obligation; or in order that we may enforce or apply our terms of use for our website or other agreements; or to protect the rights, property or safety of Veritas Justice, our supporters or others. This includes exchanging information with other companies and organisations for the purposes of fraud detection and protection.

Securing Your Passwords

Where we have given you (or where you have chosen) a password that enables you to access certain parts of our website or any other electronic service that we provide to users, you are responsible for keeping the password confidential. You agree not to share that password with anyone else.

Following Links to Third-party Websites

This website may include links to other websites, not owned or managed by Veritas Justice. Whilst we try our best to only link to reputable websites, we cannot be held responsible for the privacy of data collected by sites not managed by Veritas Justice, nor can we accept

responsibility or liability for those policies. For this reason, you should consult the privacy policy on any external website you link to before you submit any data to those websites.

Posting or Sending Inappropriate Content

If you post or send any content that we believe to be inappropriate, or content in breach of any laws, such as defamatory content, we may use your personal information to inform relevant third parties, such as your internet service provider or law enforcement agencies.

Posting or Sending Content That You Do Not Own

We have the right to disclose your identity to any third party claiming to own any content that you have posted

Where We Store Your Information

Veritas Justice may, safeguarding and technical reasons, from time to time need to use the services of an Internet Services Provider located outside of the European Economic Area.

However, Veritas Justice shall ensure that your personal information will be held by those Internet Service Providers in compliance with European data protection regulations. By submitting your personal information to our website, you agree to this transfer, storing or processing at a location outside the European Economic Area. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

In cases when we use external websites provided by other organisations, such as Twitter or Facebook, then we would ask you to consult their privacy policies.

How to Access Your Personal Information

You have a right to know whether Veritas Justice holds any personal information about you and a right to be provided with any personal information held within 40 days of application, in accordance with the Data Protection Act 2008.

You can request your personal information by sending an email to admin@veritas-justice.co.uk, or by writing to:

The Office Manager
Veritas Justice
113 Queens Road
Brighton
BN1 3XG

We do not make a charge for this. It'll help us to find your information if you can tell us something about the nature of your contact with us.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Updates or changes to the privacy policy

We reserve the right to make changes to this Privacy Policy. Each time you visit our website, you should check this Privacy Policy to check that no changes have been made to any sections that are of importance to you. Where deemed appropriate, any changes will be notified to you by email.

Scope

This policy should be read in conjunction with and applied in accordance with our safeguarding adults and children's policy, client confidentiality agreement, information sharing agreement and all of our standard policies and procedures.