



## 1. Introduction & Contact Details

This privacy policy explains how we use any personal information we collect about you when you use interests.me and sign up for our email newsletters.

Please contact us if you have any questions about our privacy policy or information we hold about you:

Our organisation's legal name is: **Dudley Federation of Tenants and Residents Associations**.

Our email address is [info@dftra.org.uk](mailto:info@dftra.org.uk).

Our postal address is **The Ground Floor Complex, Booth Court, Lower Derry Street, Brierley Hill DY5 2SJ**.

**Our official data protection policy can be found [via our website](#). This notice states how we use your information via [interests.me](#) only. We will not move, store or send your data anywhere outside of interests.me.**

## 2. What information do we collect about you?

We collect information about you when you voluntarily register to receive an email newsletter from us.

We also use cookies to automatically collect website usage information and information about email usage.

## 3. How will we use the information about you?

We collect personal information about you to email you about our organisation, activities, events and news.

We use information about your opening or clicking of email newsletters in order to understand your level of interest in our organisation and to compile aggregated statistics about the information we share.

We use your information collected from the website only in an anonymised form and in order that we can understand how many people have seen or shared our information.

## 4. Our justification for processing your personal information

We only process your personal information where it is lawful to do so. The lawful basis on which we process your information is either:

Your consent (if you are neither a member of our organisation, a volunteer, a registered service user, a customer, a trustee or similar); or

Our legitimate interests (if you are a member of our organisation, a volunteer, a registered service user, a customer, a trustee or similar).

Please email or write to us if you need details about the specific lawful basis we are relying on to process your personal information.

## 5. Marketing

If you sign up to receive an email newsletter, we would like to send you information about activities and services of ours and perhaps other organisations which may be of interest to you (always sent by us in our email newsletters).

If you have consented to receive our email newsletters, you may opt out at a later date.

You have a right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please either click 'unsubscribe' on the bottom of any email we send you, or email or write to us.

We will get your express opt-in consent before we share your personal information with any third party for marketing purposes.

## 6. Cookies

Cookies are small text or image files placed on your computer to collect standard internet log information and user behaviour information. This information is used to track use of the website and/or emails and to compile statistical reports on activity.

For further information visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However in a few cases some of our website features may not function as a result.

You can also disable tracking technology in emails you receive by adjusting your email service provider's settings.

## **7. Opting out**

Whatever the lawful basis of our processing, you may opt-out of our email newsletters at any time. Please either click 'unsubscribe' at the bottom of any of our email newsletters, or email us asking to unsubscribe.

You may also request your personal information to be erased, or object to its processing. In both cases, please email or write to us.

In order to turn off cookies, you may change your browser settings (for website cookies) or your email service provider settings (for tracking cookies in email newsletters). Please note that this may affect the way our emails or our website looks or performs.

## **8. How you can access or correct your information**

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us.

We want to make sure that your personal information is accurate and up to date. If your email address changes, please click 'unsubscribe' at the bottom of any previous emails, and re-subscribe here with a new email address. To report any other changes, please email or write to us.

## **9. Other websites**

Our website may contain links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

## **10. Sharing your personal information**

We share your personal information with a third party, Interests Media Ltd (trading as interests.me) only in order to process the sending of our email newsletters, and to allow them to analyse and improve the functioning of the websites they provide for us. In our contract they are not permitted to contact you directly or pass on your personal information to any third parties except as agreed between us in order to complete their contract.

We may have to share your personal information with other third parties for legal or reporting requirements, such as with professional advisers, regulators, or other authorities.

We require all third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. We only allow such third parties to process your personal data for specified purposes and in accordance with our instructions.

## **11. International transfers**

We do not transfer your personal information outside the EEA (European Economic Area).

If our suppliers have a need to transfer your personal information outside the EEA, they do so in a way which meets criteria we have set out in a Data Processing Agreement with them, to ensure a similar degree of security of data as that provided by regulation in the EEA.

## **12. Data security**

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

We will notify you and any applicable regulator if there is a suspected personal data breach where we are legally required to do so.

## **13. How long we keep your personal information**

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, if there is no legal, accounting, or reporting requirements to retain it for a longer period.

## **14. Changes to our privacy policy**

We will place any updates on this web page.

## **15. How to complain**

If you are unhappy with how we collect and use your data, please tell us first. You also have the right to complain to the ICO (Information Commissioner's Office), whose website can be found at [www.ico.org.uk](http://www.ico.org.uk).