



Interhelp t\la advant~age

Privacy Policy

At Interhelp Ltd t\la advant~age, we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to dil.daly@advant-age.co.uk or by writing to Interhelp Ltd t\la advant~age, 179 Townsend Lane, Clubmoor, Liverpool L13 9DY. Alternatively, you can telephone 0151 256 2566.

Who are we?

Interhelp Ltd t\la advant~age, is a social enterprise which provides access to trusted products and services which charities and social enterprises can introduce to potential customers and thereby generate income for their good causes.

How do we collect information from you?

We obtain information about you when you use our website, for example, when you contact us about products and services, or buy a product through our website

What type of information is collected from you?

The personal information we collect might include your name, address, email address, telephone number, IP address, and information regarding what pages are accessed and when. If you purchase a product from us, your card information is not held by us, it is collected by our third party partners who are the vendors of the goods and services you buy through our website.

How is your information used?

We may use your information to:

- process orders that you have submitted;
- respond to queries you have submitted
- to carry out our obligations arising from any contracts entered into by you and us;
- seek your views or comments on the services we provide;
- notify you of changes to our services;

- send you communications which you have requested and that may be of interest to you. These may include information about the goods and services we sell under the advant~age banner.
- process a job application.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example employee data and financial records). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

When you wish to purchase products and services from us you will often be transferred to the vendors site in order that they can fulfil your purchase or quotation requirements. At this point the referring charity or social enterprise details are tracked by the product/service provider so that they can ensure that the right organisation receives its introduction fee.

We never give your information to third parties other than those necessary to transact your purchase. We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf: We may pass your information to our third party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to process a request for financial advice). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure. Please be reassured that we will not release your information to third parties beyond the Interhelp Ltd t/a advant~age network for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Third Party Product Providers we work in association with: We work closely with various third party product providers to bring you a range of quality and reliable products and services designed to meet the needs of the over 50s (e.g. Stairlifts and Travel Insurance). When you enquire about or purchase one or more of these products, the relevant third party product provider will use your details to provide you with information and carry out their obligations arising from any contracts you have entered into with them. In some cases, they will be acting as a data controller of your information and therefore we advise you to read their Privacy Policy. These third party product providers will share your information with us which we will use in accordance with this Privacy Policy.

We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation, or if we're under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our

supporters and customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about the vital work we do with charities and our exciting products and services, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes by traditional mail, email, phone or text message unless you have given your prior consent. You can change your marketing preferences at any time by contacting us via email: dil.daly@advant-age.co.uk or by writing to Interhelp Ltd t/a advant~age, 179 Townsend Lane, Clubmoor, Liverpool L13 9DY. Alternatively, you can telephone 0151 256.

How you can access and update your information

You have the right to ask for a copy of the information Interhelp Ltd t/a advant~age hold about you, this is called a subject access request (SAR). To request a subject access request form please email us at: mail@ageconcernliverpoolandsefton.org.uk or by writing to Interhelp Ltd t/a advant~age, 179 Townsend Lane, Clubmoor, Liverpool L13 9DY. Alternatively, you can telephone 0151 256 2566.

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please contact us as above.

Security precautions in place to protect the loss, misuse or alteration of your information. When you give us personal information, we take steps to ensure that it's treated securely. When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

advant~age takes data security extremely seriously and works hard to ensure that your personal data is kept private. However, no organisation can be too complacent and if a data breach occurred, we would take appropriate action. You can view our Data Breach Policy on our website.

Use of 'cookies'

Like many other websites, the Interhelp Ltd t/a advant~age website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store which

pages you have visited on our website. This helps us to improve our website and deliver a better more personalised service.

It is possible to switch off cookies by setting your browser preferences. For more information on how to switch off cookies on your computer, visit our full cookies policy. Turning cookies of may result in a loss of functionality when using our website.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Transferring your information outside of Europe

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in April 2018.

Owner: Chairman
Reviewed: April 2018
Review Due: April 2021
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