

Privacy Policy

1. Personal information

You may at times be asked to supply personal information via the DPN website or when contacting the DPN helpline. Personal information is anything that enables us to identify you in some way, such as your name, address, telephone number or email address. By submitting personal information to us you consent to our collection and use of it as set out in this Privacy Policy.

If you supply such information, we are legally bound by the Data Protection Act 1998 to ensure that such information is only used for the purpose for which it was requested and also to ensure that the data is held securely. We are the Data Controller under the United Kingdom's Data Protection Act 1998 in respect of the personal information to which this Privacy Policy applies. We have notified the Office of the Information Commissioner of our information processing activities: our registration number is Z6116267.

2. Collection of information

We collect information from you if you choose to contact us with an enquiry, if you fill in one of the forms displayed on DPN's Website or if you register for DPN's online forums or e-newsletter. The information we collect includes your contact details (such as name, postal address and email address) together with other information that you provide to enable us to respond to your enquiry. You warrant that any information you supply to us is accurate and up-to-date, that you will inform us if any such information requires updating and that if you submit personal information about a third party to us you have that third party's permission to do so.

3. How do we use your personal information

As well as dealing with your enquiries, we may use your personal information to provide you with details of the services we offer, changes to DPN's Website, fundraising, evaluation purposes and other campaigns we are running and other information about DPN and its activities which we think you may find of interest. We may send you this information by post or email. We will always give you the opportunity of opting out of receiving such communications from us each time we contact you. If you do not wish to receive this information please [Contact Us](/site/contact).

4. Third parties

Your personal information is only accessible to DPN staff and volunteers who utilize our secure enquiries database. We will not disclose your personal information to third parties without your permission unless we are legally required to do so.

We will not otherwise sell, trade or rent your personal information to third parties. We disclose aggregate statistics about those who use DPN's Website and helpline and related information to third parties but these statistics do not include information which could enable you to be identified.

5. Accessing your personal information

To obtain a copy of the personal information we hold about you please [Contact Us](/site/contact) with details of your request. As soon as we are satisfied as to your identity we will send you a copy of the personal information requested which we hold about you and which we are legally required to

disclose. We may ask you to pay a fee, which we will ask for as soon as practicable following receipt of your request. Please also [Contact Us](/site/contact) if you have any reason to believe that information we hold about you is inaccurate.

6. Use of cookies

Cookies are small pieces of information sent by a web server (such as that used to run DPN's Website) to an individual's computer which are then stored on that computer's hard drive. We may use cookies and similar tracking devices to identify when a visit from a user of your computer is made to DPN's Website, to keep track of your browsing patterns, to enable DPN's Website to operate properly and to help us to optimise the content of the website. Most browsers allow you to prevent cookies being stored on your computer: if you want to know how to do this please look at the Help menu on your browser. Please note that doing so may restrict your ability to use DPN's Website.

7. Security of your information

We keep secure records which contain personal information about you in accordance with the requirements of the Data Protection Act 1998. No information transmitted via the Internet can be guaranteed to be completely secure during transmission: we cannot warrant the security of any information you transmit to us before we receive it.

We will retain your information for a reasonable period or as long as the law requires. For enquiries made to DPN, we will hold this information for 3 years following completion of the enquiry. Please note that in accordance with our security procedures we may request proof of your identity before disclosing personal information to you.

8. Becoming a member of DPN

This Privacy Policy covers the personal information you submit to us in relation to your use of DPN's Website and helpline only. If you apply to become a member of DPN we will ask you to agree to the terms of a separate Data Protection Policy.