



Five Lamps

Privacy Policy

Policy Statement

Five Lamps **privacy policy** states how as an organisation we will respect the privacy of our customers, funders, partners and staff and any other stakeholders. It states what information we will gather, how we will use the information and how we will keep it secure. Five Lamps is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified then you can be assured that it will only be used in accordance with this privacy statement.

What we collect

We may collect the following information:

- personal details
- Equality and Diversity information
- demographic information such as your address
- other information relevant to customer surveys and/or other feedback

What we do with the information we gather

We require this information to understand your needs and provide you with a high quality service. We also request it for:

- Internal record keeping
- Funders Reports and CRM systems to demonstrate how we are delivering our services
- Promotion of our activities.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online and in person to you.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

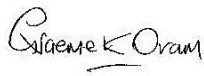
You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of our website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

The Privacy Policy will be brought to the attention of all employees and workers of Five Lamps. It will be reviewed annually (or more often in line with legislative changes) and amended as appropriate.

Date: 17/2/16



Signature:

Designation: Chief Executive