

# Privacy Notice

January 2025

## Introduction

This statement explains the privacy and the Data Protection practices which apply to this website, as provided by The Haven Pregnancy Counselling Centre, in accordance with the General Data Protection Regulations.

Our aim is to safeguard our users' privacy whilst providing a personalised and valuable service. Collecting personal information is necessary, if we are to satisfy the expectations and requirements of our users, e.g. by communicating with them and providing an interactive service. We appreciate that you do not want the personal information you provide to us distributed indiscriminately and here we explain what information we collect, what we do with it and what controls you have.

## Visitors to this website

When someone visits this website, we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

## **Security and Performance**

We use a third-party service to help maintain the security and performance of our website. To deliver this service it processes the IP addresses of visitors to the site.

## **Links to other websites**

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

## **Use of Cookies**

This site uses cookies to enable core functionality such as security, network management, and accessibility. You may disable these by changing your browser settings, but this may affect how the website functions. We also use Google Analytics cookies to help us to improve our website by collecting and reporting information on how you use it. The cookies collect information in a way that does not directly identify anyone. For more information on how these cookies work, please see our Cookie Policy.

## **Disclosure of personal information**

We collect contact details via the website for the purpose of providing a service to existing and potential clients. We will never disclose personal details without the consent of the owner. Details are only held for as long as is necessary to fulfil the service request.

## Access to personal information

Individuals can find out if we hold any personal information by making a 'subject access request' under the General Data Protection Regulations. If we do hold information about you, we will:

- give you a description of it
- tell you why we are holding it
- tell you who it could be disclosed to, and
- let you have a copy of the information in an intelligible form.

Please make any such request in writing via our email address: [info@havencentre.org.uk](mailto:info@havencentre.org.uk) or by post to our office at 54A Church Road, Burgess Hill, RH15 9AE.

Our Data Protection Officer is Crispin Rogers who can be contacted at: [crispin.rogers@havencentre.org.uk](mailto:crispin.rogers@havencentre.org.uk)

Our External Data Protection Officer (Voluntary Registration) is Maureen Chaffe who can be contacted at: [processmatters2@gmail.com](mailto:processmatters2@gmail.com) or by phone on 07593 662123.

If at any time you feel that we have failed to meet these standards, then please either contact us or make a complaint direct to the Information Commissioner using their website: [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns).