



Privacy Policy & Cookies

At Dr Graham's Homes we're committed to protecting and respecting your privacy. This Policy explains when and why we collect personal information about people, 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 to DGHUK Committee at 44 Aytoun Road, Glasgow G41 5HN, or by emailing us at sponsorship@drgrahamshomes.co.uk.

Who are we?

Doctor Graham's Homes is a Registered Company No. SC684452. It is also a Charity Registered in Scotland No: SC050985.

Our registered office is at Abercorn House, 79 Renfrew Road, Paisley PA3 4DA.

How do we collect information from you?

We obtain information about you when you use our website, for example, when you contact us, if you make a donation, or if you subscribe to receive one of our newsletters.

What type of information is collected from you?

Unless you contact us or make a donation, we do not collect any personal information. We use Plausible Analytics to track overall trends in the usage of our website. Plausible Analytics collects only aggregated information, which does not allow us to identify any visitor to our website, we do not even collect your IP Address or browser user agent. For more information, please visit the [Plausible Analytics Data Policy](#).

How is your information used?

We may use the information you provide to:

- process a donation that you have made
- process orders that 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 that you have requested and that may be of interest to you. These may include information about upcoming events, fundraising appeals, newsletters and prayer requests

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 the collection of Gift Aid). 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?

We will never sell or rent your information to third parties.

We will never 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 donations or card payments and to send you mailings). 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 and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third-parties beyond Dr Graham's Homes 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.

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 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 email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting DGHUK Committee at 44 Aytoun Road, Glasgow G41 5HN, or by emailing us at sponsorship@drgrahamshomes.co.uk.

How you can access and update your information

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 write to DGHUK Committee at 44 Aytoun Road, Glasgow G41 5HN, or email us at sponsorship@drgrahamshomes.co.uk.

You have the right to ask for a copy of the information we hold about you. This information is free of charge.

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 in web browsers such as Google Chrome, Microsoft Edge or Safari.

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. Where we have given (or where you have chosen) a password that enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Profiling

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively. We may also use your personal information to detect and reduce fraud and credit risk.

Use of 'cookies'

Like many other websites, the Dr Graham's Homes UK website uses cookies. 'Cookies' are small pieces of information stored in your browser 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. We only use Cookies through our payment processor Stripe to prevent fraud and keep our customers safe online. For more information on Stripe's use of cookies, see their [data policy](#).

It is possible to switch off cookies by setting your browser preferences. Turning off cookies 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 October 2022.