

Introduction

Papworth Trust is committed to protecting your privacy and handling your personal information fairly, lawfully and transparently.

This Website Privacy Notice explains how we collect, use, store and share personal information when you visit and use our website:

www.papworthtrust.org.uk

This notice applies to all visitors to our website and should be read alongside our Cookies Notice and any service-specific privacy notices that apply to you.

This notice has been prepared in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, the Privacy and Electronic Communications Regulations (PECR) and the Data (Use and Access) Act 2025 (DUAA).

Who We Are

Papworth Trust is a registered charity (Charity Number: 211234) and a company registered in England and Wales (Company Number: 00148906).

Registered Office

Papworth Trust
1 Saxongate
Bradbury Place
Huntingdon
Cambridgeshire
PE29 3RR

Papworth Trust is the **Data Controller** for the personal information collected through this website.

Contact Details

If you have any questions regarding this Website Privacy Notice or how your information is used, please contact:

Data Protection Officer

Papworth Trust
1 Saxongate
Bradbury Place
Huntingdon
Cambridgeshire
PE29 3RR

Email: dataprotection@papworthtrust.org.uk

Telephone: 01480 357200

Website: www.papworthtrust.org.uk

Information We Collect

Information You Provide to Us

You may provide personal information when you:

- Complete an online contact form;
- Submit an enquiry;
- Sign up for newsletters or communications;
- Register for an event;
- Make a donation;
- Request information about our services;
- Complete surveys or feedback forms.

This information may include:

- Name;
- Email address;
- Telephone number;
- Postal address;
- Communication preferences;
- Information contained within your enquiry.

Information Collected Automatically

When you visit our website, we may automatically collect:

- Internet Protocol (IP) address;
- Browser type and version;
- Device information;
- Operating system;
- Pages visited;
- Date and time of visits;
- Referring websites;
- Website usage statistics;
- Cookie identifiers.

Why We Use Your Information

We may use your information to:

- Respond to enquiries;
- Provide information about our services;
- Process donations and event registrations;
- Improve the website and user experience;
- Monitor website performance;
- Analyse website traffic and usage;
- Manage subscriptions and communications;
- Protect the security of our website;
- Prevent fraud and misuse;
- Meet our legal and regulatory obligations.

Our Lawful Bases for Processing

Under Article 6 UK GDPR, we rely upon one or more of the following lawful bases:

Processing Activity	Lawful Basis
Responding to enquiries	Legitimate Interests

Providing information requested by you	Legitimate Interests
Processing donations	Contract
Event registrations	Contract
Website analytics	Consent and Legitimate Interests (where applicable)
Newsletter subscriptions	Consent
Website security monitoring	Legitimate Interests
Fraud prevention	Legitimate Interests
Compliance with legal obligations	Legal Obligation

Where consent is relied upon, you may withdraw your consent at any time.

Cookies and Similar Technologies

Our website uses cookies and similar technologies to improve functionality, enhance user experience and understand how visitors use our website.

Cookies may include:

- Strictly necessary cookies;
- Performance and analytics cookies;
- Functional cookies;
- Marketing cookies.

Non-essential cookies will only be placed on your device where you have provided consent through our cookie banner.

You can change your cookie preferences at any time through our cookie settings.

Further information can be found in our Cookies Notice.

Third-Party Services

Our website may use third-party services, including:

- Website hosting providers;
- Website developers and support providers;
- Analytics providers;

- Donation platforms;
- Embedded content providers;
- Social media platforms.

These organisations may process information on our behalf or act as independent controllers of your personal information.

We recommend reviewing the privacy notices of third-party providers where applicable.

Who We Share Information With

Where necessary and lawful, we may share information with:

- Website hosting providers;
- Website developers;
- Analytics providers;
- Donation and fundraising platforms;
- IT support providers;
- Regulators and law enforcement agencies;
- Professional advisers;
- Other organisations where required by law.

We will never sell your personal information.

International Transfers

Most personal information collected through our website is processed within the United Kingdom.

However, some third-party providers may transfer information outside the UK.

Where international transfers occur, we will ensure appropriate safeguards are in place, including:

- UK Adequacy Regulations;
- International Data Transfer Agreements (IDTAs);
- Standard Contractual Clauses; or
- Other legally approved safeguards.

How Long We Keep Information

We retain information only for as long as necessary.

Generally:

Information	Typical Retention Period
Website enquiry forms	Up to 2 years
Website analytics information	Up to 26 months
Newsletter subscriptions	Until consent is withdrawn
Security and website logs	Up to 12 months
Donation enquiries	In accordance with our Fundraising Privacy Notice

Further information is available within the Papworth Trust Retention Schedule.

Protecting Your Information

Papworth Trust has implemented appropriate technical and organisational measures to protect personal information, including:

- Secure website hosting;
- Encryption and secure communications;
- Access controls;
- Firewalls and anti-virus protection;
- Vulnerability assessments;
- Staff training;
- Data breach management procedures.

While we take reasonable steps to protect information, no method of transmission over the internet can be guaranteed to be completely secure.

Your Rights

Under UK GDPR, you have the right to:

- Be informed;
- Access your personal information;
- Request correction of inaccurate information;
- Request erasure in certain circumstances;
- Restrict processing;

- Object to processing;
- Request data portability;
- Withdraw consent;
- Object to direct marketing;
- Request human intervention regarding certain automated decisions.

Subject Access Requests

You have the right to request a copy of the personal information we hold about you.

We may ask you to:

- Verify your identity; and
- Provide additional information to assist us in locating the information requested.

In accordance with the Data (Use and Access) Act 2025, Papworth Trust will undertake reasonable and proportionate searches when responding to Subject Access Requests.

Requests can be submitted to:

Email: dataprotection@papworthtrust.org.uk

Data Protection Complaints

If you are unhappy with how we have used your personal information, you may submit a complaint:

Email: dataprotection@papworthtrust.org.uk

Post:

Data Protection Officer
Papworth Trust
1 Saxongate
Bradbury Place
Huntingdon
Cambridgeshire
PE29 3RR

In accordance with the Data (Use and Access) Act 2025, Papworth Trust will:

- Provide accessible methods of making complaints, including electronically;
- Acknowledge complaints within 30 calendar days; and

- Investigate and respond without undue delay.

Information Commissioner's Office (ICO)

If you remain dissatisfied after contacting us, you have the right to complain to the Information Commissioner's Office (ICO).

Website: www.ico.org.uk

Telephone: 0303 123 1113

Address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Automated Decision-Making and Profiling

Papworth Trust does not undertake solely automated decision-making or profiling that produces legal or similarly significant effects on website users.

Links to Other Websites

Our website may contain links to third-party websites.

This Website Privacy Notice applies only to the Papworth Trust website. We encourage you to read the privacy notices of any other websites you visit.

Changes to This Website Privacy Notice

We may update this notice from time to time to reflect changes in legislation, regulatory guidance and operational practices.

The latest version will always be available on our website.

Version: V.2.0

Review Date: June 2027

Owner: Data Protection Officer