

Privacy Policy

1. Introduction

Welcome to UTA. This policy explains how we handle and use your personal information and your rights in relation to that information. Under data protection law, UTA is the controller of that information and responsible for its use and protection.

UTA (we, our or us) is committed to protecting and respecting your privacy.

This Privacy Policy explains why and how we will use the personal information that we have obtained from you or others, with whom we share it and the rights you have in connection with the information we use. Please read the following carefully.

This policy describes the way we handle and use the personal information that we obtain from all the different interactions you may have with us as a business, including when you visit our offices, social media pages or website currently located at www.utauk.org (Site) or when you contact us or take part in any of our competitions or promotions.

We, UTA, are the controller in relation to the processing activities described below. This means that we decide why and how your personal information is processed. Please see the section at the end of this policy for our contact and legal information.

2. How and when we collect personal information about you

We receive personal information about you that you give to us, that we collect from your use of our Site and social media pages and that we obtain from other sources. We only collect personal information which we need and that is relevant for the purposes for which we intend to use it.

Personal information that you give to us

This is personal information about you that you give to us when:

- Submitting personal information via our Site
- Participating in surveys for research purposes
- You visit our offices
- We interact with you at events
- Corresponding with us by phone, email or in another way.

Information that we collect about you

We may automatically collect the following information:

- Details of your visits to our site, including, but not limited to traffic data, location data, weblogs and other communication data, and the resources you access;
- Technical information, including anonymous data collected by the hosting server for statistical purposes, the Internet protocol (IP) address used to connect your computer or device to the Internet, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform. Please see our Cookies for further information; and
- Details regarding when and how you consented to receive marketing communications from us (including the time and date you provided your consent).

3. Categories of personal information we use about you

We process different types of personal information about you. To make it easier to understand the information that we use about you, we have categorised this information in the table below and provided a short explanation of the type of information each category covers.

Contact

information which can be used to address, send or otherwise communicate a message to you

Fraud

information relating to the occurrence, investigation or prevention of fraud

Identity

information that verifies your identity including formal identification documents or unique identification numbers linked to you

Legal

information relating to legal claims made by you or against you or the claims process

Marketing Preferences

your preferences in respect of any marketing communications from us from time to time in relation to products or services which we believe may be of interest to you

Correspondence

information contained in our correspondence or other communications with you about projects and other activities on our Site, our services or our business

4. Use of your personal information

We use your personal information for a variety of reasons. We rely on different legal grounds to process your personal information, depending on the purposes of our use and the risks to your privacy. You will only receive

unsolicited marketing communications from us if you have consented and can opt-out of receiving them at any time. We do not share your personal information with companies that would send their marketing to you.

7. Security and links to other websites

We take the security of your personal information seriously and use a variety of measures based on good industry practice to keep it secure. Nonetheless, transmissions over the internet and to our Site may not be completely secure, so please exercise caution. When accessing links to other websites, their privacy policies, not ours, will apply to your personal information.

We employ security measures to protect the personal information you provide to us, to prevent access by unauthorised persons and unlawful processing, accidental loss, destruction and damage. When we have provided (or you have chosen) a password or pin allowing you access to certain parts of the Site, you are responsible for safeguarding it and keeping it confidential and you promise not to allow it to be used by third parties. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do everything possible to protect your personal information, we cannot guarantee the security of any personal information during its transmission to us online. You accept the inherent security implications of using the internet and will not hold us responsible for any breach of security unless we are at fault.

8. The periods for which we retain your personal information

We will not hold your personal information in an identifiable format for any longer than is necessary for the purposes for which we collected it. For certain purposes we retain your personal information for a very short period whilst for others we retain it for a period of 7 years after the information is no longer required for business reasons so that we can deal with any legal proceedings that could arise.

We retain your personal information for the following periods:

9. Your rights in relation to your personal information

You have a number of rights in relation to your personal information under data protection law. In relation to certain rights, we may ask you for information to verify your identity and, where applicable, to help us to search for your personal information. Except in rare cases, we will respond to you within 30 days after we have received this information or, where no such information is required, after we have received full details of your request. You have the following rights, some of which may only apply in certain circumstances:

9.1. To be informed about the processing of your personal information (this is what this policy sets out to do);

9.2. To have your personal information corrected if it is inaccurate and to have incomplete personal information completed;

The accuracy of your information is important to us and we make it easy for you to review and correct the personal information that we hold about you in your Profile. If you change your name or address/email address, or you discover that any of the other information we hold is inaccurate or out of date, you can let us know by contacting us in any of the details described at the end of this policy but we ask you to first check that you cannot correct your details using the tools in your Profile.

When downloading a list of backers on their project, project owners will see the address details of those members who pledged on their project. Please note that if you change your address after the project owner has downloaded this data (this usually happens once their project is successful) the details the project owner may become out of date, until the project owner downloads a new list of data - so we would recommend also contacting the project owner to inform them of a change to your contact details.

9.3. To object to processing of your personal information;

Where we rely on our legitimate interests as the legal basis for processing your personal information for particular purposes, you may object to us using your personal information for these purposes by emailing or writing to us at the address at the end of this policy. Except for the purposes for which we are sure we can continue to process your personal information, we will temporarily stop processing your personal information in line with your objection until we have investigated the matter. If we agree that your objection is justified in accordance with your rights under data protection laws, we will permanently stop using your data for those purposes. Otherwise we will provide you with our justification as to why we need to continue using your data.

You may object to us using your personal information for direct marketing purposes and we will automatically comply with your request. If you would like to do so, please use our unsubscribe tool.

9.4. To withdraw your consent to processing your personal information;

Where we rely on your consent as the legal basis for processing your personal information, you may withdraw your consent at any time by contacting us using the details at the end of this policy. If you would like to withdraw your consent to receiving any direct marketing to which you previously opted-in, you can also do so using our unsubscribe tool.

You can also opt out of receiving our newsletter at any time by editing your Profile settings (login, click your name at the top right of the website then choose Profile settings).

You can choose to receive or opt-out of future marketing from Projects you have pledged on.

9.5. To restrict processing of your personal information;

You may ask us to restrict the processing your personal information in the following situations: where you believe it is unlawful for us to do so, you have objected to its use and our investigation is pending or you require us to keep it in connection with legal proceedings.

In these situations, we may only process your personal information whilst its processing is restricted if we have your consent or are legally permitted to do so, for example for storage purposes, to protect the rights of another individual or company or in connection with legal proceedings.

9.6. To have your personal information erased;

In certain circumstances, you may ask for your personal information to be removed from our systems by emailing or writing to us at the address at the end of this policy. Unless there is a reason that the law allows us to use your personal information for longer, we will make reasonable efforts to comply with your request.

9.8. To electronically move, copy or transfer your personal information in a standard, machine-readable form;

Where we rely on your consent as the legal basis for processing your personal information or need to process it in connection with a contract in place directly with you, you may ask us to provide you with a copy of that information in a structured data file. We will provide this to you electronically in a structured, commonly used and machine readable form, such as a CSV file.

You can ask us to send your personal information directly to another service provider, and we will do so if this is technically possible. We may not provide you with a copy of your personal information if this concerns other individuals or we have another lawful reason to withhold that information.

10. Changes to our Privacy Policy

Please check this page regularly for changes to this policy. We will email you with changes if we hold a valid email address for you.

We may review this policy from time to time and any changes will be notified to you by posting an updated version on our Site and, where appropriate, by contacting you by email. Any changes will take effect 7 days after we post the modified terms on our Site or after the date we notify you by email. We recommend you regularly check this page for changes and review this policy each time you visit our Site.

11. Contact and legal information

You can contact us with your queries in relation to this policy or for any other reason using our webform or by post or email.

To contact us in relation to this policy, including to exercise any of your rights in relation to your personal information, please contact us or write to us by email at info@utauk.org