

SOP16/17/V02

Privacy policy

At Antibiotic Research UK (ANTRUK) we are committed to protecting your personal information. We want you to feel comfortable and completely confident with how any personal information you share with us will be retained or used. We will never sell your personal information or pass this on to a third party. This policy tells you about how we collect, store and use your personal information. If you have any queries about our privacy policy, please contact our Data Protection Officer at joy.richardson@antibioticresearch.org.uk or call us on 01904 468719.

What this policy takes into account

Antruk is a Data Controller and is responsible for the control, processing and retention of your personal information, we abide by the

- General Data Protection Regulation (GDPR) (EU) 2016/679
- Data Protection Act 2018
- the Privacy and Electronic Communications (EC Directive) Regulations 2003 (PECR) as amended by The Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011
- Directive 2009/136/EC of 25 November 2009 (“The European Union Cookie Directive”).

How we collect information about you

We may collect and store information about you whenever you interact with us. For example, when you donate, register for an event, submit an enquiry, opt in to receive regular updates from us, register for our services, apply for a job, volunteering opportunity, or otherwise give us any other personal information.

We may also receive information about you from third parties, this could be if you donate through a third party, for example Just Giving or CAF and you have given your consent for your personal information to be shared with us.

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.



Antruk recommends that you exercise caution and look at the privacy policy applicable to the website in question.

What information we collect

When you interact with us, we may ask you to give us your name, postal address, email address, telephone number if this is needed, or your bank account details, if for example you are setting up a regular payment by direct debit. Your date of birth and relevant medical information will only be collected if required for our research into antibiotic resistance and only ever used with your written permission.

We may collect some, or all, of this information when you visit our website, depending on how you use it. We also monitor how people use our website, so we can improve it. However, you can use our website without giving us any personal information and we won't know who you are. We respect the privacy of every individual who visits our website and are committed to ensuring that your privacy is protected.

We will observe the law in all collections, processing and storage of subject data and will only use data in ways relevant to carrying out legitimate purposes and functions in a way that is not prejudicial to your interests.

If you visit our site anonymously, we may however still record information about:

- the areas of the website you visit
- the amount of time you spend on the site
- whether you are new to the site, or have visited it before
- how you came to our website – for example, through an email link or a search engine
- the type of computer, browser, network location and internet connection you use

Cookies and Data Privacy:

Cookies are widely used across the web. They are small files that are downloaded to your device along with the web pages that you visit. Cookies usually contain a unique identifier, which allows your computer to be recognized by the server that issued the cookie when you return to a website, or when you browse from page to page. 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.

How We Use Cookies:

Like most websites, we use cookies to help provide you with the best experience we can. 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. They also help us to identify potential technical issues on specific devices and browsers that need addressing in order to help us provide a consistent experience to all users. 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.

The cookies we use help us to:

- Make our website function in the way that you would expect
- Remember your settings between visits, or as you browse from page to page
- Allow users to share articles and pages via social networks, such as Facebook, Twitter and Linked In
- Display embedded content, such as YouTube videos.
- Continuously monitor website use as a whole, identify trends and make improvements to the site.
- Improve the efficiency of our marketing (so more money can be directed into research).

We don't use cookies to:

- Gather any information that identifies you personally (without your express permission)
- Gather any sensitive information (without your express permission)
- Pass personally identifiable data to third parties

We respect the privacy of every individual who visits this website and are committed to ensuring that your privacy is protected.

Managing Cookies & Acceptance:

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

If you do not wish to use cookies from our site or would like to remove them you can do so. For more information about cookies and how to adjust your browser settings to manage and control cookies, visit the [All About Cookies](#) website, however, doing so may mean that our site will not work as you would expect.

First Party Cookies:

These are cookies served directly from our website and are usually used to recognise return visitors and store user preferences.

We use the following first party cookies on our website:

Google Analytics (cookie name: ga, _gali, _gat)

Google Analytics is a website analytics product, provided by Google, that uses cookies to gather data about how people use the website. It helps us to identify which pages are being used, how people came to the site etc. This helps us analyse data about web page traffic and improve our website to tailor it to customer needs.

Typical data gathered includes:

- the areas of the website you visit
- the amount of time you spend on the site
- whether you are new to the site, or have visited it before
- how you came to our website – for example, through an email link or a search engine
- the type of computer, browser, network location and internet connection you use.

Icegram (cookie name: icegram_campaign_clicked_964)

The website uses a plugin that shows an information banner on the site (often at the bottom) with some kind of call to action for the user. If the user clicks this call to action, then a “session cookie” is stored (a cookie that expires when the user closes their browser). It prevents the banner from being shown again to that user during this session.

Cookies Set by Third Parties:

These are cookies served by a third-party service provider and are usually used to identify your computer when it visits another website, for example, when you log in to a social media site to share an article.

We use third party sites such as <https://www.cafonline.org> and <https://www.justgiving.com/> to securely collect the information required to process donations and membership signups. These sites may also set cookies, for example, analytics cookies to help them analyse and improve the donation process, and session cookies to remember your personal details as you complete the sections of the forms. For further details of the cookies used by these services please visit their respective websites at the links above.

Some pages on our website contain embedded content, for example YouTube videos. You may be sent cookies from these websites. If you are not logged in to these services they will not be able to identify you, but they may collect anonymous usage information, such as number of times loaded or viewed. We endeavour to use YouTube’s Enhanced Privacy Mode method of embedding videos wherever possible. This prevents cookies from being set by YouTube unless the user interacts with the video player.

We also use embedded “share” buttons on our website to allow site users to easily share pages and articles with their contacts via a number of popular social networks e.g. Facebook, Twitter, Linked In and Google+. These sites may set cookies if you are logged in to their service. The privacy implications of this may vary depending upon the privacy settings that you have set on your profile for those networks.

We do not control the setting of cookies by third parties. For more information on what cookies these sites use and how to manage them we recommend that you check their websites and view their privacy policy.

How we use your information

ANTRUK, including our trading subsidiary ANTRUK Enterprises Ltd, will collect data from you to process your donation, process funds raised 'in aid of' or 'on behalf of' the charity, personalise your supporter experience, provide you with event information, send you news and comply with our administrative duties, financial regulations and the law.

Personal details collected this way will only be used to provide you with information you have 'Opted in' to receive or to fulfil legal & financial regulations. We may carry out targeted fundraising activity to ensure that we are contacting you with the most appropriate communication, which is relevant, timely, efficient, cost effective and will ultimately provide an improved experience for you. Such information is compiled using publicly available data about you or information that you have already provided to us.

Antruk will only contact you using the contact method for which you have given us permission to do so.

There are other lawful reasons that allow us to process your personal information and one of those is called 'legitimate interests'. Some examples of where we have a legitimate interest to process your Personal information are where we use your personal information for data analytics, conducting research to better understand who our supporters are, improving our services, for our legal purposes (for example, dealing with complaints), or for complying with guidance from the Charity Commission.

We will not use the results of any data analytics in a way that intrudes on your privacy or your previously expressed privacy preferences.

Except as required by law we will never share your details with other organisations to use for their own purposes.

You can object to such use of your personal information at any time by contacting our Data Protection Officer as per the details set out at the end of this Privacy Policy.

Sensitive Personal Information:

Sensitive Information will only be collected where necessary, for example if you choose to tell us about your experiences for use in our case studies.

Your consent

By giving us your personal information, including sensitive personal data like information about your health, you consent to us collecting and using that information in the ways that we describe in this privacy policy and/or that you have specifically consented to.

Marketing Consent

We will only send you marketing information by e-mail, SMS, post or phone if you have given us consent and only using the specific method you have 'Opted in' to. If you withdraw your consent and then subsequently 'Opt in', then your most recent preference will be the method used to contact you. You can opt out of us using your personal details for marketing at any time either by contacting our Data Protection Officer joy.richardson@antibioticresearch.org.uk or calling us on 01904 468719

How we protect your personal information

We have implemented appropriate technical and organisational controls to protect your personal data against unauthorised processing and against accidental loss, damage or destruction. We only retain your data as long as is required by financial regulations, law or is reasonable and necessary.

Although we use appropriate security measures once we have received your personal information, the transmission of information over the internet is never completely secure. We do our best to protect personal information, but we cannot guarantee the security of information transmitted to our website, so any transmission is at the user's own risk.

Your credit card information

If you use your credit card to donate to us, we pass your credit card details securely to our payment processing partner, SagePay, as part of the payment process. We do this in accordance with the [Payment Card Industry Security Standard \(PDF download\)](#), and do not store the details on our website. If you donate by credit card using a donation envelope, this envelope is shredded once the relevant details are processed.

If you apply for a job or volunteering opportunity we will also collect information, so we can assess your suitability for the role.

Job applicants

If you apply to work with ANTRUK, we will only use the information you give us to process your application and to monitor recruitment statistics. If we want to disclose information to someone outside ANTRUK - for example, if we need a reference, or need to get a 'disclosure' from the Criminal Records Bureau - we will make sure we tell you beforehand, unless we are required to disclose this information by law.

If you are unsuccessful in your job application, we will hold your personal information for 12 months after we've finished recruiting the post you applied for. After this date we will destroy or delete your information. We keep de-personalised statistical information about applicants to develop our recruitment processes, but this does not contain any information that could be used to identify individual job applicants.

If you work with us, we will put together a file about your work programme and consultancy agreement. We keep the information in this file secure and will only use it for matters that apply directly to your consultancy.

Once you stop working for us, we will keep this file for 5 years. You can contact us to find out more about this.

How to find out what personal information we hold about you

You can request details of the personal information we hold about you under the Data Protection Act 2018.


How to change the personal information we hold about you

If you want to update the information we hold for you, find out what information we hold, ask us to delete your personal data or raise any privacy concerns please get in touch with our Data Protection Officer at:

joy.richardson@antibioticresearch.org.uk or call 01904 468719

Our privacy policy will be reviewed regularly and may change from time to time, so please check this document occasionally to see if we have included any updates or changes, to ensure that you are completely happy with the way in which we are handling your personal data.

Signed:

A handwritten signature in black ink, appearing to read "R. Colin Garner", is enclosed within a thin black rectangular border. The signature is written in a cursive style.

Professor Colin Garner

Date: 27th June 2018