



Privacy Statement of The Vera Trust C.I.C

The Vera Trust C.I.C is a Domestic Abuse Service that supports the public through the operation of services out in the community and also online through our social media platforms and our website www.theveratrust.co.uk. All providing information about our service including contact information, impact service data and external downloadable referral forms .

In accordance with GDPR, your information will be processed lawfully and in a transparent manner. Your information will only be used for specific and legitimate purposes. When your personal information is collected, we will ensure that it is processed in a way that ensures appropriate security or organisational measures. This applies to all persons who make contact with our services through the varying channels available.

This document is used to inform services users, external agencies, website visitors/social media visitors regarding our statement with the collection, use, and disclosure of Personal Information.

If you choose to use our services, then you agree to the collection and use of information in relation to the statement. The Personal Information that we collect is used for providing and improving the service. We will not use or share your information with anyone except as described in this Privacy Statement.

The terms used in this Privacy Statement have the same meanings as in our Terms and Conditions, which is accessible at www.theveratrust.co.uk, unless otherwise defined in this Privacy Statement.

Information Collection and Use

For a better experience while using our service, we may require you to provide us with certain personally identifiable information, including but not limited to your name, phone number, and postal address. This information that we collect will be used to contact or identify you. We

will also collect information about your involvement with other agencies/support services and your physical, emotional and mental health; ensuring we can best support you. We have a legal requirement to safeguard all of our service users; if we feel it is in your best interest we may share any of the above information with the appropriate external agencies/support services, if we feel our capacity to support you needs a collaborative approach.

Data Collection

For a better experience while using our service, we will collect data of your experience throughout your time accessing our services. Being collected through various applications, such as questionnaires and interviews; but not limited to. This data is compiled using anonymity. Signed permission will always be sought for any case studies we undertake.

Log Data

We want to inform you that whenever you visit our website/social media, we collect information that your browser sends to us that is called Log Data. This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser version, pages of our service that you visit, the time and date of your visit, the time spent on those pages, and other statistics.

Cookies

Cookies are files with a small amount of data that is commonly used as an anonymous unique identifier. These are sent to your browser from the website that you visit and are stored on your computer's hard drive.

Our website uses these "cookies" to collect information and to improve our Service. You have the option to either accept or refuse these cookies and know when a cookie is being sent to your computer. If you choose to refuse our cookies, you may not be able to use some portions of our Service.

Service Providers

We may employ third-party companies and individuals due to the following reasons:

- To facilitate our Service.
- To provide the Service on our behalf.
- To perform Service-related services; or
- To assist us in analysing how our Service is used.

We want to inform our Service users that these third parties have access to your Personal Information. The reason is to perform the tasks assigned to them on our behalf. However, they are obligated not to disclose or use the information for any other purpose.

Security

We value your trust in providing us with your Personal Information, thus we are striving to use commercially acceptable means of protecting it. But remember that no method of transmission over the internet, or method of electronic storage is 100% secure and reliable, and we cannot guarantee its absolute security.

Links to Other Sites

Our Service may contain links to other sites. If you click on a third-party link, you will be directed to that site. Note that these external sites are not operated by us. Therefore, we strongly advise you to review the Privacy Policy of these websites. We have no control over, and assume no responsibility for the content, privacy statements, or practices of any third-party sites or services.

Changes to This Privacy Statement

We may update our Privacy Statement from time to time. Thus, we advise you to review this page periodically for any changes. We will notify you of any changes by posting the new Privacy Statement on our website. These changes are effective immediately, after they are posted on this page.

Contact Us

If you have any questions or suggestions about our Privacy Statement, do not hesitate to contact us.