

Privacy

Your privacy is important to us at Sense. We have a responsibility to keep your personal details confidential.

This privacy statement will tell you what information we collect from you. It will also explain how we get the information and what we use it for.

We get information from tracking visitors to the website, from emails, and from online forms.

Visits to the website

This website uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses cookies. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf.

Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website.

The information allows us to evaluate and improve the accessibility and content of our website.

[Find out more about cookies](#)

Email

We receive your email address and any information you include from the emails you send us. We need the email address and some information so we can reply and provide you with an appropriate service (such as giving you the information you request). If we are unable to deal with your enquiry we will ask you for your permission before forwarding your e-mail to another organisation that might be able to assist you.

You should be aware that if you are using standard email to communicate with us, we cannot guarantee it remains confidential whilst in transit. Do NOT email us with sensitive information such as your credit or debit card numbers and passwords.

Online payments and donations

Sense now takes online payments and donations through our website. All payment details we take on our site go through a secure server of our third party payment provider [WorldPay](#). For more information about the personal details we receive (excluding bank details) from online payments and donations, please see the online forms section below.

Online forms

If you complete a form on the website, this might ask for personal details such as your name, age, personal background, disability, home address, email address, and telephone, textphone, SMS and fax numbers. We only ask for the information if we need it (for example to send you information you have requested).

When an online form is submitted via the website, it is automatically turned into email and sent directly to a member of Sense staff. We cannot guarantee it will be confidential whilst in transit to us. Alternatively, you can print the form and send it by fax on 0845 127 0061.

We also use forms to allow you to subscribe to email newsletters. Your details are held securely and newsletters distributed will not disclose your address. You can unsubscribe from the list at any time.

We may keep your information for future use, as well as sharing it with other teams within Sense who can provide you with related information. We never pass this information on to outside agencies without your permission.

If you have a problem or question about this privacy statement, please email the web team at webprojects@sense.org.uk. We will respond soon as possible.

This privacy statement refers to this website only and does not refer to the external websites that this website is linked to.

We reserve the right to make changes to this privacy statement at our discretion at anytime. We advise you to check this statement regularly for changes.

The statement was updated on 31 March 2009.