



Privacy policy

1) Introduction

At Liquid Listening, we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

This policy complies with relevant Data Protection and Privacy laws including the 2018 General Data Protection Regulations (GDPR). We may change this Policy from time to time so please check this policy occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to info@liquidlistening.org or by writing to Judith Robinson, Executive Director, Liquid Listening, 28 Broad Street, Wokingham, RG40 1AB. Judith Robinson is responsible for ensuring this policy is complied with.

2) Who are we?

We're Liquid Listening, the charity that pioneers the practice of Musical Hydrotherapy, combining underwater music and sound with aquatic practices for the benefit of disabled people with disabilities and complex needs.

Liquid Listening is a registered charity (no. 1154224) and company limited by guarantee (no. 07344059). Our registered address is Liquid Listening, 28 Broad Street, Wokingham, RG40 1AB.

3) How do we collect information from you?

We obtain information about you when use our website, make an online donation, purchase our merchandise online, if you register to receive one of our email newsletters, or if you register your interest in our work.

4) What type of information is collected from you?

Website: IP address, and information regarding what pages are accessed and when.

Donation or online purchase: If you make a donation online or purchase our merchandise, your card information is not held by us, it is collected by our third-party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions, as explained below.

Newsletter: We ask for your name and email address.

Find out more form: This requests your name, email address, job title (if applicable) and company/organisation (if applicable), as well as inviting you to tell us more about why you are interested in our work.

If you are getting involved with one of our projects or joining one of our networks, we may ask for additional personal information. This information is collected by a third-party data processing specialist in line with UK GDPR regulations.

5) How is your information used?

We may use your information to:

- process a donation that you have made;
- process orders that you have submitted;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals, other fundraising activities, projects, promotions of our associated companies' goods and services;

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). We will hold your personal information on our systems for as long as is necessary for the relevant activity.

6) Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

7) Third parties

We work closely with third-party providers to facilitate online donations and merchandise purchases. These third-party providers include: Mailchimp, CAF Bank, Just Giving, Wix including Wix email service.

When you enquire about or purchase one or more of these products, the relevant third-party product provider will use your details to provide you with information and carry out their obligations arising from any contracts you have entered into with them. In some cases, they will be acting as a data controller of your information and therefore we advise you to read their Privacy Policy. These third-party product providers will share your information with us which we will use in accordance with this Privacy Policy.

When you make an online donation, your donation is processed by a third-party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions. If you have any questions regarding secure transactions, please contact us.

We may transfer your personal information to a third-party if we're under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our supporters and

customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

8) Consent

You have a choice about whether or not you wish to receive information from us.

We will not contact you for marketing of fundraising purposes by email, phone or text message unless you have given your prior consent.

If you have signed up to our mailing list, you can unsubscribe at any time using the option that is present at the bottom of all newsletters we send.

You can also change your marketing preferences at any time by contacting us via info@liquidlistening.org or by writing to Liquid Listening, 28 Broad Street, Wokingham RG40 1AB.

9) How you can access and update your information

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us via info@liquidlistening.org or by writing to Liquid Listening, 28 Broad Street, Wokingham, RG40 1AB.

You have the right to ask for a copy of the information Liquid Listening hold about you.

10) Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely.

Any sensitive information entered when making an online donation or merchandise purchase (such as credit or debit card details) is encrypted and protected by our third-party associates. When you are on a secure page, a lock icon should appear on the bottom of web browsers such as Microsoft Internet Explorer.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

11) Profiling

We will not analyse your personal information or use any external sources to create a profile of your interests and preferences, as this is not necessary for our public communication methods.

12) Use of 'cookies'

Like many other websites, the Liquid Listening website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. This helps us to improve our website and deliver a better more personalised service.

It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website.

Vimeo and YouTube cookies: We embed videos from Vimeo and YouTube. This mode may set cookies on your computer once you click on the Vimeo or YouTube video player, but YouTube will not store personally-identifiable cookie information for playbacks of embedded videos using the privacy-enhanced mode.

You can find out more about Vimeo's privacy policy here: [Vimeo privacy policy](#)

And find out more watch YouTube's video about [Privacy with videos](#)

Twitter: We embed feeds from Twitter. The site does not use cookies to create a profile of your browsing behaviour on third-party sites or to show you ads, although it may use anonymous or aggregate data to improve ads generally. You can remove or block cookies using the settings in your browser, but in some cases, this may impact your ability to use Twitter.

To find out more visit Twitter's [Cookie policy](#)

13) Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the policy of that third-party site.

14) Aged 16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

15) Transferring your information outside of Europe

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union (“EU”). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you’re agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

16) Website recording

We use Google Analytics to improve our website design and content. In doing so, Google Analytics collects IP-addresses, as well as data about pages visited, country visiting, browser used etc. The information collected is used to improve our website usability and for aggregated and statistical reporting.

You can [opt out of having your data used by Google Analytics by installing this browser add-on](#).

You can [read Google’s Privacy Policy here](#).

17) Site search

All searches performed using the internal site search are logged in the database, including the following information: the search query, the number of hits found, user ID for users who are logged in and date and time.

The search logs are stored for 2 days before they are automatically removed.

18) Review of this Policy

We keep this Policy under regular review. This Policy was last updated in December 2022 and will be reviewed again in December 2023.