

Muslim Welfare Institute's Privacy Policy

1. This privacy notice governs the processing of any personal information collected by us through our website at www.mwinstitute.co.uk ('Site'), and in our other dealings with you, our donors. Our primary goal in collecting information is to provide you with a smooth and efficient experience while using our services.

2. Muslim Welfare Institute is a registered charity in England and Wales with charity number 1066665

3. We are a 'Data Controller' for the purposes of the current Data Protection Act 1998 and we will remain so under the General Data Protection Regulation ((EU) 2016/679) ('GDPR') and the legislation replacing the 1998 Act whilst undertaking charitable objects.

4. We will comply with data protection law and principles, which means that your information will be:

- Used lawfully, fairly and in a transparent way;
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept only as long as necessary for the purposes we have told you about.
- Kept securely.

5. We will only use your personal information when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where you have given your consent.
- Where we need to perform the contract we are about to enter into or have entered into with you.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.

We will use the following methods to get your consent:

- Giving us your permission verbally, such as by telephone;
- Ticking a box, clicking an icon on our Site;
- Sending an email, submitting a form, or subscribing to a service.

When we seek your consent to using your personal information, we will tell you what we want to use it for and, other than as described in this policy, we won't use it for any other purpose.

6. We may collect, store and use the following kinds of personal data:

- Your name, contact details (address, email address and telephone number);
- Payment details used to make donations;
- Information about your computer and your visits to and use of this website, such as your IP address, geographical location, browser type, referral source, length of visit and number of page views;
- Information that you provide to us for the purpose of registering with us;
- Information that you provide to us for the purpose of subscribing to our website services, email notifications, text shots, online feedback including blogs, adding comments and discussion forum; any other information that you send to us.

We do not normally collect ‘special categories’ of personal data from our donors or users of our Site. In the event that you provide us with any special category data, we will take extra care to ensure your rights are protected.

If you are an active donor or if you otherwise subscribe to our email service, we will contact you periodically with information regarding our projects around the world as well as current appeals and campaigns. If at any time, you prefer not to receive such emails and information from us, please click on the unsubscribe link at the bottom of every email.

If you have any queries please contact us on:

- By Email: info@mwinstitute.co.uk
- By Phone: 01254 694015 (Monday-Friday 9:00am-3:00pm)
- By Post: Muslim Welfare Institute, 35 Wellington Street St Johns, Blackburn, BbB1 8AF

Similarly to opt out of our text and email mail communications, you may use any of the above means of contacting us.⁷ Muslim Welfare Institute uses cookies on the Site. A cookie is a text file sent by a web server to a web browser and stored by the browser. The text file is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser. We may send a cookie which may be stored by your browser on your computer’s hard drive. We may use the information we obtain from the cookie in the administration of this website, to improve the website’s usability and for marketing purposes. We may also use that information to recognise your computer when you visit our website and to personalise our website for you. If you do not wish to receive cookies you can easily modify your web browser to refuse cookies, or to notify you when you receive a new cookie. However, this can have a negative impact on the usability of many websites, including this one.

For more information generally on cookies and how to disable them please go to the Information Commissioner’s webpage on cookies: <https://ico.org.uk/for-the-public/online/cookies>.

[We use Google Analytics to analyse the use of this website. Google Analytics generates statistical and other information about website use by means of cookies. Google will store this information. Google’s privacy notice is available at: <http://www.google.com/privacypolicy.html>.

The information generated by the cookie about your use of the Site (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 Site, compiling reports on Site activity for 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.

Google lists the cookies used by their analytics service on the following web page: <https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage>.

8. We may use your personal information to:

- Enable the donation to be processed.
- Communicate with you and improve our communication efforts.
- Statistically analyse Site usage.
- Improve our content.
- Customise our Site’s content, layout, and services.

We believe these uses allow us to improve our Site and better tailor it to meet our users' needs.

We do not sell or otherwise transfer your details to any third parties. The only exception to this is when you are using our secure online donation pages you are going through to a secure payment provider such as paypal.

Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

9. In addition to the disclosures reasonably necessary for the purposes identified elsewhere in this privacy notice, we may disclose information about you to the extent that we are required to do so by law; in connection with any legal proceedings or prospective legal proceedings; in order to establish, exercise or defend our legal rights (including providing information to others for purpose of fraud prevention and reducing credit risk). Except as provided in this privacy notice, we will not provide your information to third parties.

10. Information that we collect may be stored and processed in and transferred between any of the countries in which we operate in order to enable us to use the information in accordance with this privacy notice. If you are in the EEA, information which you provide may be transferred to countries which do not have data protection laws equivalent to those in force in the EEA. In these cases, we will ensure that appropriate safeguards are in place by:

- Entering a binding written agreement with each of our international entities which adopts standard data protection clauses as approved by the European Commission.
- Adopting binding corporate rules in relation to each of our international entities, which govern the protection of your information and your rights.

11. We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information. Of course, data transmission over the internet is inherently insecure and we cannot guarantee the security of data sent over the internet. You are responsible for keeping your password and user details confidential.

12. We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

Details of retention periods for different aspects of your personal information are available in our retention policy which you can request from us by contacting us.

13. It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your business relationship with us.

Under certain circumstances, by law you have the right to:

a) Request access to your personal information (commonly known as a 'data subject access request'). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.

- b) Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- c) Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- d) Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- e) Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- f) Request the transfer of your personal information to another party.
- g) If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact info@mwinstitute.co.uk. Please note, there are some specific circumstances where these rights do not apply and we can refuse to deal with your request.

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

14. In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact info@mwinstitute.co.uk. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

15. We take any complaints we receive about the collection and use of personal information very seriously. We would encourage you to bring it to our attention if you think that our collection or use of information is unfair, misleading or inappropriate. You can make a complaint at any time by contacting us (see contact details section below).

If you think our collection or use of personal information is unfair, misleading or inappropriate or if you have concerns about the security of your personal information, you also have the right to make a complaint to the Information Commissioner's Office. You can contact the Information Commissioner's Office at the following address:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Contact us:

You can e-mail info@mwinstitute.co.uk. or write to us at the following address:

Muslim Welfare Institute
35 Wellington Street St Johns
Blackburn
BB1 8AF
Tel: 01254 694 015(Monday-Friday 9:00am-3:00pm)

16. The website contains links to other websites. We are not responsible for the privacy policies or practices of third party websites.

17. The accuracy of your individual identifying information is important to MWI. We are working on ways to make it easier for you to review and correct the information that MWI maintains about you.

You may update your contact details through your personal login area on the website. You can also choose from the options on how you wish us to communicate with you.

In the meantime, if you change your email address or any of the other information we hold is inaccurate or out of date, please email us at info@mwinstitute.co.uk, or write to Customer Services, Muslim Welfare Institute, 35 Wellington Street St Johns, Blackburn, BB1 8AF with the details.

18. We do not store credit card details nor do we share donors and supporters and beneficiaries details with any third parties.

19. We may update this privacy notice from time to time by posting a new version on our website.

20. If you have any concerns about this privacy notice or our treatment of your personal data, please contact info@mwinstitute.co.uk.

Questions/Answers

What information does this site gather?

We gather the same information that most other websites do. The information that we gather helps us to identify which pages are popular with customers and allows us to produce statistics to help improve the site.

The information that we gather can be divided into two categories. The first is aggregate information, or information about all the visitors or donors who come to our site. Aggregate information would include how many people visit a certain page on our website.

The second category is information about individuals, including some or all of the following: name, email address, addresses and phone number.

The Internet also sends us some technical information about visitors: OS type, browser type, domain name and IP address. This information ensures that our site is compatible with the most popular systems that our customers use.

We do not automatically track the site that a visitor was on before coming to ours.

Cookies

We store cookies on your computer to allow you to login and make donations using our website. These cookies are necessary for the website to allow you to make donations. The cookies are not used to store any personal or identifiable information on your computer.

What do we do with the information we gather?

We use the personal information that donors give us for answering questions, carrying out a charity project on their behalf and determining the expenditure date and details of their donation. We use aggregated information to determine what pages of our web site are most popular with our customers.

With whom do we share the information we gather?

We do not share personal information about individuals with anyone outside of our organisation.

How do we protect personal information?

We take appropriate measures to ensure that the information disclosed to us is kept secure, accurate and up to date and kept only for so long as is necessary for the purposes for which it is used.

Personal Detail Changes

If your personal details change, please help us to keep your information up to date by notifying us at our or telephone +44 (0)1254 694 015. You can also email us at info@mwinstitute.co.uk

Financial Details

We do not store any financial details such as credit/debit card details.