

SNAAP Privacy Policy

Effective date: 14th October 2025

Who we are

SNAAP (Special Needs Advisory and Activities Project) is a registered charity supporting children and young people with additional needs and their families.

We are the **data controller** for the personal data collected through this website and our online forms.

Our contact details are:

SNAAP, Windchimes, Reynolds Close, Herne Bay, Kent CT6 6DS

 **info@snaap.org.uk**

1. Our commitment to your privacy

We are committed to protecting your privacy and handling your personal data safely, fairly, and transparently.

We only collect personal information when you choose to provide it, and we never sell or share your data with anyone outside SNAAP for marketing purposes.

2. What information we collect

We may collect:

- Your **name, email address, phone number, and postal address** when you contact us, sign up for a newsletter, make an enquiry, or register for an activity.
 - **Donation details** (if you make a contribution), processed securely via our payment providers.
 - **Technical information** such as IP address, browser type, and pages visited. This helps us improve the performance and security of our website.
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3. How we use your information

We use your data to:

- Respond to your enquiries or messages.
- Send you information you have requested, such as newsletters or updates.
- Process donations and Gift Aid (if applicable).
- Improve our website and monitor its use.
- Meet our legal obligations as a registered charity.

We will only use your personal data where we have a lawful basis, such as your consent, legitimate interests (to manage our services), or a legal obligation (for example, keeping donation records for HMRC).

4. Cookies and analytics

Our website may use cookies or analytics tools to understand how visitors use our site and improve our content.

You can control or delete cookies through your browser settings at any time.

5. How we store and protect your information

We take data security seriously.

Your information is stored on secure, password-protected systems.

Our website and database providers use encryption and follow recognised security standards such as ISO 27001 and GDPR compliance frameworks.

While no online transmission is 100 % secure, we take all reasonable steps to protect your data from unauthorised access or misuse.

6. Financial transactions

When you make an online donation, your payment details are processed securely by our third-party payment provider.

SNAAP does not store or have access to your full credit or debit card details.

7. Who we share your information with

We may share your data only where necessary:

- With trusted service providers who help us operate our website, process donations, or send emails (all bound by data-protection agreements).
 - With HMRC for Gift Aid claims.
We never sell or rent your personal data to anyone.
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8. How long we keep your data

We only keep your personal information for as long as needed for the purpose it was collected — for example, donation records for up to 6 years to meet legal requirements, or newsletter contact details until you unsubscribe.

9. Your data rights

You have the right to:

- Access the personal data we hold about you.
- Ask us to correct or update it.
- Request deletion or restriction of your data (where lawful).
- Withdraw consent at any time, for example, to stop receiving emails.
- Complain to the Information Commissioner's Office (ICO) if you are unhappy with how we handle your data: www.ico.org.uk.

To exercise your rights, contact us at info@snaap.org.uk.

10. Changes to this policy

We may update this Privacy Policy from time to time to reflect changes in the law or in how we operate. The most recent version will always be available on our website.
