

Privacy Policy

Designated Person: Stefan Jones

Last review: Nov 2021

Next review due: Nov 2022

AR (ar rihla).CIC

We understand that your privacy is important to you and that you care about how your personal data is used and shared online. We respect and value the privacy of all our service users privacy. We will only collect and use personal data in ways that are described here, and in a manner that is consistent with our obligations and your rights under the law.

Who are we?

AR (ar rihla).CIC is a community-led organisation based in Croydon. Since its foundation in 2020, the group is focused on building strong foundations within the community that are accessible to all. Addressing food poverty and creating education and job opportunities. We registered as a Community Interest Company (CIC) and regulated by the CIC regulator CIC

Who's in control?

It is important that you understand who is responsible for keeping your personal data safe. We are the "data controller" of all the personal data collected digitally and physically for the purposes set out in this privacy policy. This means that it is our responsibility for deciding how your personal data is used and ensure that your personal data is handled in accordance with the law.

Directors Stefan Jones of AR (ar rihla).CIC are responsible for making sure your personal data is treated in accordance with this Privacy Policy and the law.

Keeping Your Information Secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, used, or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business and need to access it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We will also use technological and organisation methods to keep your information secure. These include the following examples:

Payments are encrypted using SSL

All data is stored on secure servers

Access is restricted and limited to specific users with associated permissions

Whilst we use all reasonable efforts to secure your personal data, in using the site you acknowledge that the use of the internet is not entirely secure and for this reason, we cannot guarantee the security and integrity of any personal data that are transferred from you or to you via the internet. If you have any particular concerns about your information, please do not hesitate to contact us.

What data do we collect and where from?

We collect data from you when you visit the website, use the contact form, complete a feedback survey, subscribe to our newsletter, and/or sign up for our services. When you sign up to our mailing lists or services, we will transfer the information to securely manage it digitally on the same online systems with the same privacy policy guidelines. We may use software tools to measure and collect session information, including page response times, length of visit to certain pages, page interaction information. We also collect personally identifiable information, which might include:

- Full Name
- IP Address
- Email Address;
- Postal Address;
- Telephone Number;
- Credit Card information
- Billing Details
- Comments
- Feedback
- Gender;
- Date of Birth;
- Occupation;
- Disabilities;
- Creative Interests;
- Social Media Shares;
- Page Views;
- Device Information e.g. desktop, tablet, and mobile;

- Traffic Information e.g. referral address

What do we use your data for?

We aim to be transparent when processing your personal data, so it is important that you understand how and why we use the personal data that we collect. We may contact you to notify you regarding your account, troubleshoot problems, resolve a dispute, collect fees or monies owed, poll your opinions through surveys or questionnaires, send updates about our organisation, or as necessary in line with agreements or applicable laws. This might be through email, telephone, text message, and/or postal mail.

We collect information for the following purposes:

To provide and operate services

To provide our Users with ongoing customer assistance and technical support

To be able to contact our service users with general or personalised service-related notices and promotional messages

To create aggregated statistical data and other aggregated and/or inferred non-personal information, which we may use to provide and improve our services

To comply with any applicable laws and regulations.

Marketing & Communications

We use the personal data you provide during the newsletter sign-up process to provide you with occasional summaries of our activities and news updates. It is essential for you to know that you can opt-out of direct marketing at any time. This can be done by clicking the “unsubscribe link” at the bottom of the email marketing correspondence we send you. Alternatively, you can contact us at info@arproject.org to inform us of your opt-out request.

Tailoring content to our audience

We use the personal data provided by Google Analytics. To gauge interest in our events, projects, workshops, etc. This data will then be used to determine the long-term viability of these projects and help us inform future funding decisions.

Requests to view, update or withdraw your information...

Requests to see a copy of the data stored by us, requests for updates or to withdraw, please contact us at info@arprojects.org to notify us of your request.

You may be asked for supporting information to help confirm your identity, though for additional security reasons we will not be able to provide precise details about payment cards.

Privacy Policy Updates

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

Questions and your contact information

If you have any further inquiries, you are invited to contact us at:

Email: info@arprojects.org