

The Footprints Family UK Registered Charity 1186014

Privacy and Data Protection

This Privacy and Data Protection Policy describes how The Footprints Family (the “Site” or “we”) collects, uses, and discloses your Personal Information when you visit or make a payment via the Site.

Contact

After reviewing this policy, if you have additional questions, want more information about our privacy practices, or would like to make a complaint, please contact us by e-mail at info@footprintsfamily.com or by mail using the details provided below:

The Footprints Family Charity, 51 Egret Drive, Yatton, North Somerset BS49 4FN, UK

Collecting Personal Information

When you visit the Site, we collect certain information about your device, your interaction with the Site, and information necessary to process your purchases. We may also collect additional information if you contact us. In this Privacy Policy, we refer to any information about an identifiable individual (including the information below) as “Personal Information”. See the list below for more information about what Personal Information we collect and why.

- Device information
 - **Purpose of collection:** to load the Site accurately for you, and to perform analytics on Site usage to optimize our Site.
 - **Source of collection:** Collected automatically when you access our Site using cookies, log files, web beacons, tags, or pixels.
 - **Disclosure for a business purpose:** shared with our processor Wix.
 - **Personal Information collected:** version of web browser, IP address, time zone, cookie information, what sites or products you view, search terms, and how you interact with the Site.
- Order information
 - **Purpose of collection:** to collect information for the purpose of collecting your agreed donation payment and to communicate with you.
 - **Source of collection:** collected from you.
 - **Disclosure for a business purpose:** shared with our processor Wix.
 - **Personal Information collected:** name, address, payment information (including credit card numbers, bank account details, email address).
- Customer support information
 - **Purpose of collection:** to provide customer support.
 - **Source of collection:** collected from you.
 - **Disclosure for a business purpose:** shared with our processor Wix.

The Footprints Family UK Registered Charity 1186014

- **Personal Information collected:** name and other information necessary to resolve any queries or issues.

Sharing Personal Information

We share your Personal Information with service providers to help us provide our services and fulfill our contracts with you, as described above. For example:

- We use Wix to power our website. You can read more about how Wix uses your Personal Information here: <https://www.wix.com/about/privacy>
- We may share your Personal Information to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful request for information we receive, or to otherwise protect our rights.

Using Personal Information

We use your personal Information to provide our services to you, which includes: requesting donations, processing payment of donations and keeping you up to date.

Retention

When you make a donation through the Site, we will retain your Personal Information for our records unless and until you ask us to erase this information. For more information on your right of erasure, please see the 'Your rights' section below.

Automatic decision-making

If you are a resident of the EEA, you have the right to object to processing based solely on automated decision-making (which includes profiling), when that decision-making has a legal effect on you or otherwise significantly affects you.

We do not engage in fully automated decision-making that has a legal or otherwise significant effect using customer data.

Our processor Wix uses limited automated decision-making to prevent fraud that does not have a legal or otherwise significant effect on you.

Services that include elements of automated decision-making include:

- Temporary blacklist of IP addresses associated with repeated failed transactions. This blacklist persists for a small number of hours.
- Temporary blacklist of credit cards associated with blacklisted IP addresses. This blacklist persists for a small number of days.

Cookies

A cookie is a small amount of information that's downloaded to your computer or device when you visit our Site. We use a number of different cookies, including functional, performance, advertising, and social media or content cookies. Cookies make your browsing experience better by allowing the website to remember your actions and preferences (such as login and region selection). This means you don't have to re-enter this information each time you return to

The Footprints Family UK Registered Charity 1186014

the site or browse from one page to another. Cookies also provide information on how people use the website, for instance whether it's their first time visiting or if they are a frequent visitor.

The length of time that a cookie remains on your computer or mobile device depends on whether it is a "persistent" or "session" cookie. Session cookies last until you stop browsing and persistent cookies last until they expire or are deleted. Most of the cookies we use are persistent and will expire between 30 minutes and two years from the date they are downloaded to your device.

You can control and manage cookies in various ways. Please keep in mind that removing or blocking cookies can negatively impact your user experience and parts of our website may no longer be fully accessible.

Most browsers automatically accept cookies, but you can choose whether or not to accept cookies through your browser controls, often found in your browser's "Tools" or "Preferences" menu. For more information on how to modify your browser settings or how to block, manage or filter cookies can be found in your browser's help file or through such sites as: www.allaboutcookies.org.

Additionally, please note that blocking cookies may not completely prevent how we share information with third parties such as our advertising partners. To exercise your rights or opt-out of certain uses of your information by these parties, please follow the instructions in the "Behavioural Advertising" section above.

Do Not Track

Please note that because there is no consistent industry understanding of how to respond to "Do Not Track" signals, we do not alter our data collection and usage practices when we detect such a signal from your browser.

Changes

We may update this Privacy Policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal, or regulatory reasons.

Complaints

As noted above, if you would like to make a complaint, please contact us by e-mail or by mail using the details provided under "Contact" above.

If you are not satisfied with our response to your complaint, you have the right to lodge your complaint with the relevant data protection authority. You can contact your local data protection authority, or our supervisory authority here: <https://ico.org.uk/make-a-complaint/>

We use the following cookies to optimize your experience on our Site and to provide our services.

The Footprints Family UK Registered Charity 1186014

Cookie Name	Purpose	Duration	Cookie Type
XSRF-TOKEN	Cookie for fraud detection of calls	Session	Essential
hs	Security Cookie for Hive (legacy)	Session	Essential
svSession	Session cookie for identification	6 months	Essential
SSR-caching	Performance cookie for rendering	24 hours	Essential
TS*	Cookies for attack detection	Session	Essential
bSession	Used for system effectiveness measurement	24 hours	Essential
fedops.logger.sessionId	Tracking session errors and issues (resilience)	12 months	Essential
_wixAB3 *	Cookie for site experiments	6 months	Essential
server-session-bind	Cookie for API protection	Session	Essential
client-session-bind	Cookie for API protection	Session	Essential

Last updated: 9th December 2024