

**MSA Trust Website Cookie and Privacy Policy**

The MSA Trust is committed to protecting your privacy and this policy explains how we use information you give to us through our website and how we protect your privacy.

This policy only applies to those resources within the msatrust.org.uk domain.

Our Privacy Policy relating to General Data Protection Regulations can be found [here](https://www.msatrust.org.uk/policy-statements/).

**The Data Protection Act**

Under the Data Protection Act 1998, we have a legal duty to protect any information we collect from you. We use leading technologies and encryption software to safeguard our data, and strict security standards to prevent any unauthorised access to it.

**Cookies**

A cookie is a small file which asks permission to be placed onto your computer’s hard drive. Once you agree, the file is added and the cookie helps examine web traffic or lets you know when you visit a particular site.

Essentially, cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie does NOT give us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Although most web browsers automatically accept cookies, you can usually modify your browser setting to decline cookies to your preference. However, this may prevent you from taking full advantage of our website.

We use cookies on our website and we assume you are ok with this otherwise please disable cookies in your browser or navigate away and clear cookies set by the website.

Cookies on this website are used for:

* Analytical/performance purposes – this allows us to recognise and calculate the number of visitors and to see how visitors navigate around the website when they are using it. This can help us improve our website functionality for example, by ensuring that users can find what they are looking for easily.
* Functionality purposes – to help us recognise you when you return to our website. This allows us to personalise our content for you and remember your preferences and settings (e.g., your choice of language or region).
* Sharing purposes – this allows you to share pages with social networks such as Facebook and Twitter.

**What information do we collect?**

We collect different kinds of information from visitors to msatrust.org.uk. This can include information from:

* feedback (through emails to us via the website)
* registration (for membership and to access to various parts of our website)
* online donations and enquiries about or registration for services or fundraising events
* site usage information, from cookies and log files.

**Comments and questions**

If you send an email or letter via msatrust.org.uk asking for information, we may need to contact other organisations to find the answer. If your question is technical, we may need to pass it to our technology supplier’s team. We may include your personal information when dealing with your enquiry. When a member of the Trust team has replied to you, they keep a record of your message for at least three months for reference and audit purposes, after which it is deleted.

**Site usage information**

Log files allow us to record visitors’ use of the site. We analyse log file information from all our visitors and use it to make changes to the layout of the site and to the information in it, based on the way that visitors move around it.

Log files do not contain any personal information and they are not used to identify any individual patterns of use of the site.

What happens when I link to another site?

msatrust.org.uk contains links to other websites. This privacy policy applies only to our site. When you move to another site, read the privacy statement of any site which collects personal information.

We do not pass on any personal information you have given us to any other site.

If this privacy policy changes in any way, we will place an updated version on this page. Regularly reviewing this page ensures you are always aware of the information we collect, how we use it, and under what circumstances, if any, we will share it with other parties.

**What happens to the information I supply?**

Any details you supply to us are held in strict confidence. If you state you are happy for us to hold your details we may from time to time contact you either by phone, post or email about our work. Should you not wish us to contact you in this way please notify us in writing at the following address:

MSA Trust 51 St. Olav’s Court, Lower Road, SE16 2XB or support@msatrust.org.uk

**How do we protect personal information?**

We use secure systems when you make a donation or payment via our website. We also take appropriate measures to ensure that the information disclosed to us is kept secure, accurate and up to date and kept only as long as is necessary for the purposes for which it is used.

**Contact for queries about our Privacy Policy**

If you have any queries about our Privacy Policy or our compliance with the Data Protection Act, please write to:

Deputy CEO (re data security), MSA Trust St Olav’s Court, Lower Road, SE16 2XB

Or email support@msatrust.org.uk

This policy was last reviewed in August 2023 and will be next reviewed in August 2026.