

COS for Autism Families



Privacy Policy

Last updated: 30/12/2025

1. Introduction

Welcome to COS for Autism Families (“we”, “us”, “our”). We are committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, and protect your personal data when you visit our website www.circleofsupport.co.uk and engage with our services, or support our work.

Please read this policy carefully to understand how we handle your personal information.

2. Who We Are

Charity Name: COS for Autism Families

Registered Charity Number: NIC100511

Registered Address: 17a Springtown Avenue, BT48 0LY

Contact Email: info@circleofsupport.org.uk

Telephone: 02871369224

We act as the Data Controller for any personal information you provide.

3. What Information We Collect

We may collect and process the following types of personal data:

Information you provide directly

Name

Email address

Phone number

Postal address

Donation information (e.g., transaction amounts, Gift Aid declarations)

Communication preferences

Any information submitted via contact forms or event registrations

Information collected automatically

When you visit our website, we may automatically collect:

IP address

Browser type and version

Device information

Pages visited and time spent on the site

Cookies and similar tracking technologies (see Section 8)

Information provided by third parties

Donation platforms (e.g., JustGiving, PayPal)

Event registration services

Social media platforms (only if you interact with us through them)

4. How We Use Your Information

We use your personal data for the following purposes:

To respond to enquiries and provide information

To process donations and Gift Aid claims

To send newsletters or updates (with your consent)

To manage event registrations and participation

To maintain our internal records

To improve our website and services

To meet legal and regulatory obligations

We will only use your personal data when legally permitted.

5. Legal Basis for Processing

We rely on one or more of the following legal bases:

Consent: when you sign up for newsletters or marketing

Contract: when processing donations or event registrations

Legal obligation: e.g., Gift Aid record-keeping

Legitimate interests: such as improving our website or communicating with supporters

6. Sharing Your Information

We will never sell your personal data.

We may share your information with:

Payment processors (e.g., PayPal, Stripe)

Email marketing tools (e.g., Outlook)

Event platforms (e.g., Eventbrite)

IT service providers who support our website

HMRC (for Gift Aid purposes)

All partners are required to keep your data secure and only use it in line with this policy.

7. International Transfers

Some service providers may store data outside the UK/EU. Where this occurs, we ensure appropriate safeguards are in place, such as Standard Contractual Clauses or equivalent protection measures.

8. Cookies

Our website uses cookies to enhance your browsing experience. Cookies may collect:

Usage analytics

Preferences (such as language settings)

You can control cookies through your browser settings. Full details are available in our Cookie Policy (if applicable).

By using our website, you agree that we can use cookies in accordance with this policy, unless you disable them via your browser or our cookie settings tool.

What Are Cookies?

Cookies are small text files placed on your device when you visit a website. They help the website function properly, enhance user experience, and provide information to the site owners.

Cookies may be:

Session cookies – deleted when you close your browser

Persistent cookies – stored until they expire or you delete them

First-party cookies – placed by our website

Third-party cookies – placed by third-party providers (e.g., analytics services)

Types of Cookies We Use

We use the following categories of cookies:

a) Strictly Necessary Cookies

These cookies are essential for the website to function. They enable basic features such as page navigation and access to secure areas.

You cannot disable these cookies via our cookie tool, but you can block them in your browser (which may impact site functionality).

Examples include:

Security and authentication cookies

Cookie consent settings

Form/session management cookies

b) Performance & Analytics Cookies

These cookies help us understand how visitors interact with our website by collecting anonymous data.

They may include:

Google Analytics

Traffic and behaviour tracking

Page performance metrics

You can choose not to allow these cookies.

c) Functionality Cookies

These cookies allow the website to remember your preferences and improve usability.

Examples:

Language or location settings

Remembering form inputs

Enhanced features for returning visitors

d) Marketing & Third-Party Cookies

These cookies may be placed by trusted third parties to track visitors across websites and deliver relevant content or advertisements.

Examples:

Embedded video players (e.g., YouTube, Vimeo)

Social media sharing tools

Advertising networks (if used)

You can turn these cookies off via our cookie settings or through your browser.

Third-Party Cookies

Some cookies on our site are set by third-party services we use, such as:

Google Analytics

Donation platforms

Video hosting services

Social media integrations

These third parties have their own privacy and cookie policies, and we recommend reviewing them.

Managing Cookies

You have full control over your cookie preferences.

a) Using Our Cookie Banner/Settings

When you first visit our site, you will be presented with a cookie consent banner. You can accept, reject, or customise your cookie preferences at any time by accessing the cookie settings tool on our website.

b) Browser Settings

Most browsers allow you to:

Block all cookies

Block third-party cookies

Delete cookies

Set alerts when cookies are used

Instructions for popular browsers can be found in their support sections.

Note: Disabling cookies may affect how our website functions.

9. How Long We Keep Your Information

We only keep your data for as long as necessary to fulfil the purposes we collected it for, including:

Donation and Gift Aid records: up to 7 years (legal requirement)

Mailing list subscriptions: until you unsubscribe

General enquiries: typically up to 12 months

When no longer needed, data is securely deleted.

10. Your Rights

Under data protection law, you have the right to:

Access your personal data

Correct inaccurate data

Request deletion (“right to be forgotten”)

Withdraw consent at any time

Object to processing

Request restriction of processing

Data portability

Complain to the Information Commissioner’s Office (ICO)

To exercise these rights, please contact us at: [Contact Email].

11. Security

We take appropriate technical and organisational measures to protect your personal data from loss, misuse, unauthorised access, or disclosure.

However, no internet transmission is completely secure, so we cannot guarantee absolute security.

12. Links to Other Websites

Our website may contain links to external sites. We are not responsible for the privacy practices or content of those websites.

13. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be posted on this page with the updated date shown at the top.

14. Contact Us

If you have any questions about this Privacy Policy or how your data is handled, please contact:

COS for Autism Families

Email: info@circleofsupport.org.uk

Address: 17a Springtown Avenue, BT48 0LY

Telephone: 02871369224