SHIA ITHNA'ASHERI MADRESSA PRIVACY NOTICE

How we use your information

This privacy notice tells you what to expect when the Shia Ithna'asheri Madressa (SIM) collects personal information. It applies to information we collect about:

- visitors to our website;
- people who use our services, e.g. who subscribe to our mailing list or request resources from us;
- students who enrol into the Madressa and their parents / guardians;
- volunteer applicants and our current and former staff.

Visitors to our website

When someone visits www.madressa.net we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

Use of cookies by SIM

We use cookies to keep track of sessions of users on our website so that we can measure our site's performance.

People who email us

For security purposes all emails, including any attachments, are monitored.

People who make a complaint to us

When we receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint. We will only use the personal information we collect to process the complaint and to check on the level of service we provide.

We usually have to disclose the complainant's identity to whoever the complaint is about. This is inevitable where, for example, the accuracy of a person's record is in dispute. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our retention policy. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues.

The S I Madressa is an organisation formed under the Hujjat KSIMC of London (charity no: 288356) providing education services since 1985.

Husaini Islamic Centre, Wood Lane, Stanmore, HA7 4LQ | Email: admin@madressa.net | Web: www.madressa.net

Volunteer applicants, current and former staff

When individuals apply to volunteer at SIM, we will only use the information they supply to us to process their application. Where we want to disclose information to a third party, for example where we want to take up a reference or obtain a 'disclosure' from the Criminal Records Bureau we will not do so without informing them beforehand unless the disclosure is required by law.

Once a person has taken up a role within SIM, we will compile a data file for them. The information contained in this will be kept secure and will only be used for purposes directly relevant to that person's role. Once their role has ended, we will retain the file in accordance with the requirements of our retention schedule and then delete it.

Complaints or queries

SIM strives to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of SIM's collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to admin@madressa.net or to our office address as found on the contact us page.

Access to personal information

SIM tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 1998. If we do hold information about you we will:
- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To make a request to the ICO for any personal information we may hold you need to put the request in writing addressing it to us in email (admin@madressa.net) or writing to our office address found on the contact us page.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting us by email or writing to us.

Disclosure of personal information

In almost all circumstances we will not disclose personal data without consent. However, when we are required by law to share certain information with local authorities, the police or any other regulatory or government body for safeguarding purposes or other purposes relating to a child or vulnerable adult's wellbeing, we will comply with our obligations under law which may result in data being shared without consent.

Links to other websites

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 31 October 2017.

How to contact us

If you want to request information about our privacy policy you can email us on admin@madressa.net or write to us at our office address found in our contact us page.