

Boingboing is committed to your privacy

Welcome to Boingboing! We are committed to protecting and respecting your privacy and your Personal Information (or “data”).

In order for Boingboing to provide you with relevant information and services we sometimes need to ask you to share some personal information with us. We value your privacy and we are committed to meeting the requirements of the latest data protection legislation – the Data Protection Act 2018 (DPA) and General Data Protection Regulation (GDPR). We invite you to take the time to read this policy carefully as we want you to be confident that the way Boingboing handles your Personal Information is completely transparent, fair and reasonable.

This Privacy Policy explains, amongst other things, why we ask you for some personal information, how we collect data from you when you visit or make a purchase from <https://www.boingboing.org.uk/> (the “Website”), what we do with it, who it is shared with, how long we keep it and your rights under the law. We will provide details of how you can unsubscribe from Boingboing communications or ask for your data to be updated, corrected or deleted.

We have tried to avoid using legal language and technical jargon. If you have any questions or concerns do please contact us info@boingboing.org.uk.

Personal Information we collect

Personal Information is any information which personally identifies you. This might include your **name, address or email address**. The information we collect about you will be processed in accordance with this policy. We collect information from you through the online forms, emails we send that you read and click, and the pages you visit on our Website after clicking emails or completing online forms.

The main places that we gather Personal Information are:

- When you register for/attend an event
- When you subscribe to the email newsletter
- When you purchase from the online shop
- When you use the www.boingboing.org.uk Website and we use tracking devices (known as cookies) to track your web visit
- When you report a problem with the Website
- When you contact us with an enquiry or complaint

When we talk about “Personal Information” in this Privacy Policy, we also include “Device Information” and “Order Information”.

Device Information – Website data, cookies and analytics

Like many other organisations with a website, when you visit the Boingboing Website, we use technology, such as cookies and analytics, to automatically collect certain information about your device (eg computer, tablet or phone), including what web browser you use, your IP address, your time zone, and some of the cookies that are installed on your device. We refer to this automatically-

collected information as “Device Information.”

As you browse the Website, we collect information about the individual pages or products you look at, whether you came to the Website through a link on another site, what search terms you might have used, and how long you spending having a look around. We do this because we want to know the answers to questions like the following:

- How many people are visiting our Website?
- Where have they come from?
- What type of device do they use (e.g. desktop computer, tablet or mobile phone) and what internet browser are they using? (This technical information is useful to check that the web pages we have designed appear correctly on different devices.)
- Which pages are they visiting and for how long?
- What are they clicking on?

Cookies

In order for all parts of the Website to work fully, it is sometimes necessary to place small amounts of information (called “cookies”) on your personal device or computer to help provide you with a good experience when you browse our Website and to allow us to improve our site. Cookies cannot be used to recognise you personally but enable the website to recognise your device temporarily.

Some of these cookies are necessary for the website to function (eg to help administer the website and for internal operations), and others allow the use of analytics so that we can measure how many people are using our site and provide an efficient service (eg troubleshooting, data analysis, testing, research, security, statistical and survey purposes).

Please note that we do not alter our Website’s data collection and use practices when we see a Do Not Track signal from your browser. For more information about cookies, and how to disable cookies, visit <https://www.allaboutcookies.org>.

Google Analytics

We use Google Analytics to help us understand how people use our Website. Analytics automatically collects information about visits to the Website including:

1. Technical information, including the Internet Protocol (“IP”) address used to connect your computer to the internet, your browser type and version, your time zone setting, browser plug-in types and versions, your operating system and platform.
2. Information about your visit, including the site you were previously browsing before coming to the Boingboing site, the pages you visited on the Boingboing site, and the last page you went to before you left (known as the full Uniform Resource Locator (“URL”) clickstream to, through and from the Website, including date and time). We also track how long pages took to load, any download errors, how long you spent on different pages, and how you interacted with the pages (such as scrolling, clicks, and mouse-overs).

You can read more about how [Google uses your Personal Information](#). To opt-out of Google Analytics, visit <https://tools.google.com/dlpage/gaoptout>.

Order Information – The online shop

When you buy something or try to buy something through the Website, we collect Personal Information from you, including your full name, billing address, shipping address, email address, phone number, and IP address. We refer to this information as “Order Information.”

How we use your Personal Information

We use the Personal Information that you share with us to:

- Send you relevant emails about our news, events, resources, products and services if you subscribe to our email mailing list.
- Deal with your enquiries and requests – If you contact us with an enquiry, request or complaint we may keep a record of that correspondence to ensure that we can deal with it quickly and effectively.
- Administer orders for paid-for products – We use the Order Information that you provide to fulfill any orders for event tickets, books or co-produced resilience tools placed through the Website (including arranging for shipping, communicating with you about your order, and providing you with invoices and/or order confirmations).
- Improve and optimise our Website – We use the Device Information that we collect to ensure that Website content is presented in the best way for you and for your computer.
- Understand what interests you – We want to understand whether you are opening our emails, and if you are clicking on links within the emails that take you to our Website. This helps us learn which emails are most interesting and engaging, so that we can provide more of what you like the most. We use the Device Information that we collect to assess the success of a particular email.
- Invite you to give us feedback or participate in research – We may ask you to complete surveys that we use for research purposes, to better understand how you use our resources, whether you find them useful and how we might improve them. Participation in surveys is always completely voluntary.
- Provide anonymised statistics on how many people use our Website or come to our events – We may show these to supporters and funders to help demonstrate that people are interested in our work and that it has impact in the real world.
- Carry out our obligations arising from any contracts entered into between you and us, and to give you the information, products and services that you have asked for.
- Notify you about changes to services that you use, such as the email mailing list – We may periodically ask you for permission to continue emailing you if you don't open our emails, to make sure that you still want to hear from us.
- As part of our efforts to keep our Website safe and secure we may use Device Information to help us screen for potential risk and fraud (in particular, your IP address).

Our legal basis for collecting and processing your Personal Information

At Boingboing we collect and process your Personal Information on the bases that we have described in this Privacy Policy. By visiting our Website or signing up to our mailing list, you consent to us collecting and processing your Personal Information in these ways.

If you are a European resident, we use Consent and Legitimate Interest as the basis to store and

process your Personal Information under the General Data Protection Regulations (GDPR), for example we may process your Personal Information in order to send you items you have ordered through the Website, or otherwise to pursue our legitimate business interests listed above. Please be aware that your information may be transferred outside of Europe, including to the United States.

If at any point you want to stop receiving our regular email newsletter, all newsletter emails contain a personalised “unsubscribe” link at the bottom. If you would like to opt-out or withdraw previously given consent for any other services, please contact us at info@boingboing.org.uk.

How we store and protect your Personal Information

We treat all your Personal Information confidentially and store it securely. We make sure that your Personal Information is only accessed by authorised people to meet a genuine business or research need, for example to provide you with the products and services you have asked for.

We have appropriate procedures and security measures in place to try to prevent Personal Information from being accidentally lost, or used or accessed in an unauthorised way. However, like other website owners, we can't *guarantee* the security of information that you give to us over the internet, as sending any information via the internet is not completely secure, and any transmission or transaction on the internet is at your own risk.

If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit www.getsafeonline.org. Get Safe Online is supported by HM Government and leading businesses.

Who will see your data?

We may share your Personal Information with other organisations (“third parties”) to help us provide you with products and services in the ways described above in this Privacy Policy. These organisations may process data outside the European Economic Area via international information transfers. Boingboing values your privacy and will only share your data with these other organisations in very specific and limited circumstances, which are explained in this section. We review the privacy policies of those companies and only work with companies we trust to keep your data safe. We will not sell, barter or rent your data.

The University of Brighton

We work very closely with the [Centre of Resilience for Social Justice](#) at the University of Brighton, including developing collaborative resources, conducting collaborative research projects and hosting joint events. In these cases Personal Information may be jointly shared and processed. The Centre of Resilience for Social Justice is committed to the same high standard of privacy and data protection as Boingboing, and the University of Brighton is based in the UK and registered as a Data Controller with the Information Commissioner's Office (ICO). For further details, please see:

- [University of Brighton's privacy notices](#)

Mailchimp

We use Mailchimp to manage our newsletter database. Mailchimp is a third-party service that is not

owned or managed by Boingboing. Mailchimp operates in the USA and subscribes to the EU-US Privacy Shield, which commits to European standards of data protection. You should check Mailchimp's terms and conditions and privacy policy to make sure you agree with them, as we are not able to accept any responsibility or liability for their policies:

- [Mailchimp terms and conditions](#)
- [Mailchimp privacy policy](#)

Eventbrite

We use Eventbrite for event promotion and bookings. Eventbrite is a third-party service that is not owned or managed by Boingboing. Eventbrite operates in the USA and subscribes to the EU-US Privacy Shield, which commits to European standards of data protection. You should check Eventbrite's terms and conditions and privacy policy to make sure you agree with them, as we are not able to accept any responsibility or liability for their policies:

- [Eventbrite terms and conditions](#)
- [Eventbrite privacy policy](#)

Stripe

We use Stripe to process payment information on our online shop. Stripe is a third-party service that is not owned or managed by Boingboing. Stripe operates in the USA and is certified under the EU-US Privacy Shield Framework and adheres to the Privacy Shield Principles. Stripe collects and processes European data in Ireland. You should check Stripe's terms and conditions and privacy policy to make sure you agree with them, as we are not able to accept any responsibility or liability for their policies:

- [Stripe terms and conditions](#)
- [Stripe privacy policy](#)

Disclosures

We may also share your Personal Information to third parties if we are under a duty to disclose or share your Personal Information because we have been asked to comply with laws and regulations, legal obligations (such as law enforcement or other authorities), to respond to a subpoena, search warrant or other lawful request for information, or to otherwise protect the rights, property, or safety of Boingboing.

Our website and communications may include links to other websites and organisations. If you click on a link to another websites, they will have their own privacy policies and we do not accept any responsibility or liability for the policies and practices of any third party to whom we link. Please check their policies before giving them any Personal Information.

How long will we hold your data?

Data you provide with consent (such as subscribing to the mailing list) is held until you withdraw that consent.

Data about how you engage and interact with us, such as reading emails and browsing web pages, is

held for up to 8 years from the last time you engage with us.

When you place an order through the Website, we will maintain your Order Information for our records unless and until you ask us to delete your Order Information. Some Order Information needs to be held for 7 years for tax purposes.

Where you have participated in research with Boingboing, we will only retain your Personal Information for as long as we need it to carry out the research as stated on the consent form you will have signed, including analysing research data (eg matching questionnaires administered before and after a project to the same person, monitoring who comes to events that are part of a research project), and for the purposes of satisfying any legal, accounting, or funding report requirements (because we can't do research without fulfilling those obligations).

When working out how long to hold your Personal Information, we think about the amount, nature, and sensitivity of the Personal Information, the potential risk of harm from unauthorised use or disclosure of the Personal Information, what we need the Personal Information for and whether we can achieve the same result a different way, and any relevant legal requirements.

Your rights

The General Data Protection Regulation (GDPR) is a major new piece of data protection law that gives you rights and choices about how your Personal Information is used. In summary, the GDPR includes the right to:

- Fair processing of information and transparency over how we use your use personal information
- Access to your personal information and to certain other supplementary information that this Privacy Policy is already designed to address
- Require us to correct any mistakes in your information which we hold
- Request the erasure of personal information concerning you in certain situations
- Receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations
- Object at any time to processing of personal information concerning you for direct marketing
- Object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- Object in certain other situations to our continued processing of your personal information
- Otherwise restrict our processing of your personal information in certain circumstances
- Complain to a supervisory authority if you believe we have misused your data

You can exercise your rights at any time by contacting us using the contact information below.

You can choose whether to receive marketing communications

Boingboing uses Personal Information to send subscribers newsletter emails with details about news, events, resources, products and services. You have the right to ask us to stop sending you these emails. All newsletter emails contain a personalised "unsubscribe" link at the bottom.

You can choose to correct, update or delete your information

We want to make sure that your information is accurate and up to date. You may update your information in the newsletter database yourself by clicking on the “Update your preferences” link at the bottom of each email. If you would like us to remove any other Personal Information we hold about you, please contact us using the contact information below.

Access to your information

If you are a European resident, you have the right to access any Personal Information we hold about you and to ask that your personal information be corrected, updated, or deleted under the Data Protection Act 2018 and the General Data Protection Regulation. If you would like to exercise this right, please send a description of the information you would like to see, together with proof of your identity, to the contact information below. No administration fee will be charged for considering or complying with such a request unless the request is deemed to be excessive or you require further copies.

You can find out more about your rights under Data Protection

For more information about your rights under the Data Protection Act 2018 and the General Data Protection Regulation go to the website of the [Information Commissioner’s Office](#) (ICO).

If you have a complaint about Boingboing data processing

We hope that we can resolve any queries or concerns you may have about our use of your Personal Information, so please contact us at info@boingboing.org.uk.

The General Data Protection Regulation also gives you the right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at ico.org.uk/make-a-complaint/ or telephone: 0303 123 1113.

Amendments

We may review and update our Privacy Policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons. Any changes we may make to our Privacy Policy in the future will be posted on this page. Please check back frequently to see any updates or changes to our Privacy Policy. It was last updated October 2019.

The Data Controller that looks after your data

Data protection law asks every company to make it clear who is responsible for looking after your Personal Information, so here are our details:

Boingboing – Resilience CIC is the data controller of the Personal Information collected from you. The Website www.boingboing.org.uk is owned and operated by Boingboing – Resilience CIC (“We”, “Boingboing”, “Us”). We are registered in England and Wales as a Community Interest Company (No: 07329058) and have our registered office at Cornelius House, 178-180 Church Road, Hove, BN3 2DJ, United Kingdom. VAT No. GB 212102975.

Who is Boingboing? Boingboing models and promotes resilience research and practice that challenges social inequalities, drawing on all our skills as staff, volunteers and friends. You can find out more [about us](#), [how we work](#), and our [vision, mission, aims and objectives](#) on our Website www.boingboing.org.uk.

Contact information

For more information about our privacy practices, if you have any questions or concerns about who we are or how we process your Personal Information, or if you would like to make a complaint, then do please contact us by email at info@boingboing.org.uk or by letter using the details provided below:

Cornelius House, 178-180 Church Road, Hove, BN3 2DJ, United Kingdom

General disclaimer

The information contained in this website is for general information purposes only. The information is provided by Boingboing and whilst we try to keep the information up-to-date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk.

In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of or in connection with the use of this website.

Through this website you are able to link to other websites which are not under the control of the Boingboing. We have no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them.

Every effort is made to keep the website up and running smoothly. However, Boingboing takes no responsibility for and will not be liable for the website being temporarily unavailable due to technical issues beyond our control.