Data protection

Privacy notice

You can view our privacy notice below. This explains what information we collect, how we collect it and what we do with it.

- Privacy Notice

If you have any questions, email **dataprotection@outward.org.uk**.

Cookies policy

This policy sets out how Outward uses and protects any information that you give Outward when you use this website.

Outward is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy notice.

Outward may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from May 2018.

What we collect

We may collect the following information:

- Your full name
- Contact information, including current address, email address and telephone numbers
- Information you disclose relating to any queries or complaints

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping
- For the purposes of undertaking services which you have requested, such as making an enquiry, request or complaint
- We may use the information to improve our products and services

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Cookie policy

Cookies are text files containing small amounts of information which are downloaded to your device when you visit a website. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognises that cookie. Cookies are useful because they allow a website to recognise a user's device.

You can find more information about cookies at:

www.allaboutcookies.org

www.youronlinechoices.eu

Cookies do lots of different jobs, like letting you navigate between pages efficiently, remembering your preferences, and generally improve the user experience. They can also help to ensure that adverts you see online are more relevant to you and your interests. The cookies used on this website have been categorised based on the categories found in the ICC UK Cookie guide.

Category 1: strictly necessary cookies

These cookies are essential in order to enable you to move around the website and use its features, such as accessing secure areas of the website. Without these cookies, services you have asked for cannot be provided.

Category 2: performance cookies

These cookies collect information about how visitors use a website - for instance which pages visitors go to most often, and if they get error messages from web pages. These cookies do not collect information that identifies a visitor. All the information these cookies collect is aggregated and therefore anonymous. It is only used to improve how a website works.

Category 3: functionality cookies

These cookies allow the website to remember choices you make (such as your username, language, or the region you are in) and provide enhanced, more personal features. For instance, a website may be able to provide you with local weather reports or traffic news by storing in a cookie the region in which you are currently located. These cookies can also be used to remember changes you have asked for, such as watching a video. The information these cookies collect may be anonymised and they cannot track your browsing activity on other websites.

Category 4: targeting cookies or advertising cookies

These cookies are used to deliver adverts more relevant to you and your interests. They are also used to limit the number of times you see an advertisement as well as help measure the effectiveness of the advertising campaign. They are usually placed by advertising networks with the website operator's permission. They remember that you have visited a website and this information is shared with other organisations, such as advertisers. Quite often targeting or advertising cookies will be linked to site functionality provided by other organisations.

A list of all the cookies used on this website by category is set out below. By using our website, you agree that we can place these type of cookies on your device.

The report in detail

Cookie	Name(s)	Purpose	Category	More information
Google Custom Search	CONSENT	Set by Google Custom Search.	(Category 1)	https://policies.google.com/technologies/types
Google Custom Search	1P_JAR NID	Set by Google Custom Search to gather usage statistics	Performance (Category 2)	https://policies.google.com/technologies/types
Google Custom Search	ANID	Set by Google Custom Search to for advertising targeting	Targeting / Advertising (Category 4)	https://policies.google.com/technologies/types
Google Analytics	__utma __utmb __utmc __utmz __utmt	Set by the Google Analytics service which enables website owners to track visitor behaviour and measure site performance.	Performance (Category 2)	https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage
Google Universal Analytics	_ga _gid	This cookie is associated with Google Universal Analytics.	Performance (Category 2)	https://developers.google.com/analytics/devguides/collection/analyticsjs/cookies-user-id
CQC	has_js	Set by www.cqc.org.uk Set by CQC Drupal content management system. Drupal uses this cookie to indicate whether or not the visitors browser has JavaScript enabled.	Essential (Category 1)	https://www.cqc.org.uk/about-us/our-policies/cookies#sm-accord-1
CQC	ki_r ki_t	Set by www.cqc.org.uk

Set by CQC results pages containing in-page surveys to gather feedback on whether | Preference (Category 3) | https://www.cqc.org.uk/about-us/our-policies/cookies#sm-accord-1 |

		visitors have found what they're looking for.		
YouTube	NID DSID GSP VISITOR_IN FO01_LIVE YSC	Used by YouTube	Performance (Category 2)	https://policies.google.com/techn ologies/types
Doubleclick	IDE	This cookie carries out information about how the end user uses the website and any advertising that the end user may have seen before visiting the said website.	Targeting / Advertising (Category 4)	https://policies.google.com/techn ologies/types
YouTube	PREF	This cookie set by Google may be used by advertising partners to build a profile of interests to show relevant ads on other sites. It works by uniquely identifying your browser and device.	Targeting / Advertising (Category 4)	https://policies.google.com/techn ologies/types

July 2019