



# Website Privacy Policy

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Copenhagen Youth Project (CYP)

Last Updated:	1st September 2022
Approved by Trustees:	15th September 2022
Review Date:	September 2023

## **Terms of Use and Privacy Policy**

This Privacy Policy governs the manner in which Copenhagen Youth Project (CYP) collects, uses, maintains and discloses information collected from users (each, a "User") of the [www.Cyproject.org](http://www.Cyproject.org) website ("Site"). This privacy policy applies to the Site and all products and services offered by CYP.

### **Personal identification information**

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, subscribe to the newsletter, respond to a survey, fill out a form, and in connection with other activities, services, features or resources we may make available on our Site. Users may be asked for, as appropriate, name, email address, mailing address, phone number. Users may, however, visit our Site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personal identification information, except that it may prevent them from engaging in certain Site related activities.

### **Non-personal identification information**

We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about Users' means of connection to our Site, such as the operating system and the Internet service providers utilized and other similar information.

### **Google Analytics**

CYP uses Google Analytics, a web analytics service that tracks and reports traffic to our website. Google Analytics collects and stores cookies in order to identify your browser or device. These cookies provide information about how visitors use our site, which we can then use to compile reports and to help us improve our service. Google classifies the cookies and data collected as confidential information so they are passed to CYP anonymously.

The data we use to improve our services includes the number of visitors to the site, general location of visitors such as city, where visitors have come to the site from, the pages they visited and the duration of the session. Please see [www.google.com/policies/privacy/partners/](http://www.google.com/policies/privacy/partners/) for more information about how Google stores and uses your data.

### **How we use collected information**

CYP may collect and use Users' personal information for the following purposes:

- To improve customer service - Information you provide helps us respond to your customer service requests and support needs more efficiently.
- To personalize user experience - We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site.
- To improve our Site - We may use feedback you provide to improve our products and services.
- To run a promotion, contest, survey or other Site feature - To send Users information they agreed to receive about topics we think will be of interest to them.
- To send periodic emails - If a User decides to opt-in to our mailing list, they will receive emails that may include charity news, updates, related product or service information, etc. If at any time the User would like to unsubscribe from receiving future emails, we

include detailed unsubscribe instructions at the bottom of each email (Mailchimp) newsletter or the User may contact us via our Site.

### **How we protect your information**

Unless we have a legal obligation to do so, we will not disclose your data to individuals, organisations or other entities outside CYP other than those which are acting as agents for CYP (for example, if we use an external mailing house to print and send our newsletters). All external entities with whom data are being shared and to whom we are not legally bound must sign a contract and/or a confidentiality and non-disclosure agreement before any data transfer takes place. We do not share with, sell to or trade your data with any other organisations.

### **Sharing your personal information**

We do not sell, trade, or rent Users' personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and Users with our business partners, trusted affiliates and advertisers for the purposes outlined above. We may use third party service providers to help us operate our business and the Site or administer activities on our behalf, such as sending out newsletters or surveys. We may share your information with these third parties for those limited purposes provided that you have given us your permission.

### **Third party websites**

Users may find advertising or other content on our Site that link to the sites and services of our partners, suppliers, advertisers, sponsors, licensors and other third parties. We do not control the content or links that appear on these sites and are not responsible for the practices employed by websites linked to or from our Site. In addition, these sites or services, including their content and links, may be constantly changing. These sites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to our Site, is subject to that website's own terms and policies.

### **Changes to this privacy policy**

CYP has the discretion to update this privacy policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

### **Your acceptance of these terms**

By using this Site, you signify your acceptance of this policy. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.