



Website Privacy Policy

Copenhagen Youth Project (CYP)

Last Updated:	April 2026
Approved by Trustees:	April 2026
Review Date:	March 2027

Terms of Use and Privacy Policy

This Privacy Policy governs the way Copenhagen Youth Project (CYP) collects, uses, maintains and discloses information collected from users (each, a "User") of the 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 utilised and other similar information.

Google Analytics & Cookies

CYP uses Google Analytics, a web analytics service that tracks and reports traffic to our website. Google Analytics collects and stores cookies 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/ for more information about how Google stores and uses your data. You can opt-out of Google Analytics tracking by installing the Google Analytics opt-out browser add-on.

Our Site uses cookies and similar technologies in accordance with the Privacy and Electronic Communications Regulations (PECR). Where cookies are not strictly necessary for the operation of the Site, we will request your consent before placing them. Users can manage cookie preferences through their browser settings or via our cookie banner.

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.

CYP processes personal data under the lawful bases set out in the UK GDPR, including consent (for newsletters and optional cookies), legitimate interests (for site analytics and service improvement), and compliance with legal obligations. Where we rely on consent, Users may withdraw this at any time.

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.

We implement appropriate technical and organisational measures to protect personal data, including encryption where appropriate, secure servers, access controls, and regular security monitoring.

CYP has procedures in place to identify, investigate, and report personal data breaches. Where a breach is likely to result in a risk to your rights and freedoms, CYP will notify you and, where legally required, the Information Commissioner's Office within 72 hours.

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.

We may also share your information with regulatory bodies or authorities where required by law, such as HMRC, the Charity Commission, or law enforcement agencies.

If CYP needs to transfer personal data outside the UK in the future, it will only do so where appropriate safeguards are in place, such as adequacy regulations or standard contractual clauses, and Users will be informed.

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.

Your rights and your personal data

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

- **The right to access** a copy of your personal data.
- **The right to correct** inaccurate or incomplete data.
- **The right to erase** your personal data when it is no longer necessary for processing.
- **The right to withdraw consent** at any time (without affecting the lawfulness of processing).
- **The right to data portability**, if applicable.
- **The right to restrict processing** in cases of dispute.
- **The right to object** to the processing of your data.
- **The right to lodge a complaint** with the Information Commissioner's Office (ICO) - You have the right to lodge a complaint with the ICO if you believe your data has been processed unlawfully..

CYP may need to request specific information from you to confirm your identity when you exercise your data protection rights. This is a security measure to ensure that personal data is not disclosed to anyone who does not have the right to receive it.

To exercise any of these rights, or if you have any concerns about how we handle your data, please contact us at:

Email: info@cyproject.org

Data Retention

We retain your personal data only for as long as necessary to fulfil the purposes outlined in this privacy policy, or as required by law. Once the data is no longer necessary, it will be securely deleted or anonymised.

Retention periods for specific categories of data may vary depending on legal requirements, operational needs, or the nature of the data collected. Where possible, CYP will inform Users of relevant retention periods at the point of data collection.

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 on the policy. 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.