**Privacy and cookie policy**

Last reviewed date: 01 April 2024

**Introduction**

We are committed to safeguarding the privacy of our website visitors. This policy sets out how Mission Renewable uses and protects any information that you provide when you use our website: [www.missionrenewable.org](http://www.missionrenewable.org)

Here you can read further information about how we use your data, or explore in more detail how and why we use cookies to enhance your browsing experience. By using [www.missionrenewable.org](http://www.missionrenewable.org) you are agreeing to the terms set out, and consenting to the use of data described, in this policy.

**Company information**

Mission Renewable, a Community Interest Company, is the Armed Forces engagement initiative for the UK Renewable Sector and is registered in England and Wales,

Company number 13473184

The Mission Renewable registered office is Unit 11 W&G Industrial Estate, Faringdon Road, East Challow, Oxon, England, OX12 9TF

**Privacy Policy**

**Personal information**In providing you with our services, Mission Renewable may handle your personal information. Personal information is information about you from which you can be identified, such as your name and contact details.

By providing your data and/or information, or by using the Mission Renewable website, you consent to the use of your data and information as described or referred to in this privacy notice and the cookie policy. If we make a change to any of the ways in which we process personal information, we will update this web page with an updated date displayed at the top of this page, so please check back regularly for updates.

**Confidentiality**The confidentiality of your personal information is of paramount concern to Mission Renewable and we comply with UK data protection law.

**Securing information**We are committed to keeping your personal information secure. We have put in place physical, electronic and operational procedures intended to safeguard and secure the information we collect. All Mission Renewable staff have a legal duty to respect the confidentiality of your information, and access to your confidential information is restricted only to those who have a reasonable need to access it.

When using the Mission Renewable website, you will see that the URL of the web page starts with HTTPS; you may also see a locked/green padlock symbol. This means that your data will be encrypted when it is sent from your computer to our server. However, we cannot ensure the security of your data when it is being transmitted to our website or other digital sites from other pages. All transmission of personal information and other data is done at your own risk.

Information submitted to Mission Renewable through a website is normally unprotected until it reaches us. In addition, users are also requested not to send confidential details or credit card numbers, for example, by email.

**Information we may hold about you**The information we hold about you may include the following:

* basic details such as name, address and contact details;
* details of contact we have had with you such as requests for support;
* details of services you have received;
* information about complaints and incidents;
* email communications we receive or make;
* other information we receive from other sources, including from your use of websites and other digital platforms we operate or the other services we provide, information from business partners, advertising networks, analytics providers, or information provided by other companies who have obtained your permission to share information about you.

**When we collect your information**Information about you is collected when:

* you submit a contact form from our website;
* you enter into a contract with Mission Renewable for the provision of services, and when you use those services;
* you submit a query to us, for example by email, telephone, social media or the Mission Renewable;
* you participate in any marketing activity;
* you complete your details in order to download content from the Mission Renewable websites;
* you leave us your contact details at a promotional event;
* you subscribe to email notifications and/or newsletters.

We may also collect personal information about you from other people when:

* you are named on a mailing list which we may have purchased from a reputable supplier;
* you are named on a delegate list for an event at which you and Mission Renewable attended.

**Sharing information**Mission Renewable works with other individuals and organisations to provide our services to you, and this may involve them handling your personal information. This handling of your personal information may be done outside of the European Economic Area in countries with different data protection laws. In that case we ensure that the confidentiality and security of your personal information is protected by contractual restrictions and service monitoring.

We do not share your personal information with anyone outside of Mission Renewable and its partner organisations to use for their own purposes, except:

* when we have your consent;
* when we are permitted or obliged to do so by law;
* if we are under a duty to disclose or share personal data in order to enforce or apply our terms of use (of our website or any part of it) or terms and conditions of supply of any relevant products or services and other agreements;
* to protect the rights, property, or safety of Mission Renewable, our customers, or others;
* in order to detect, prevent and help with the prosecution of financial crime;
* if there are other exceptional circumstances, and we are unable or it is not appropriate to seek your permission.

**Third party websites**Our website includes hyperlinks to, and details of, third party websites. We have no control over, and are not responsible for, the privacy policies and practices of third parties.

**Using your information**We use your personal information to provide you with our services, and to improve and extend our services. This may include:

* responding to your queries;;
* internal record keeping and administration;
* responding to requests where we have a legal or regulatory obligation to do so;
* assessing the type and quality of service you have received and any concerns or complaints you raise, so that these can be properly investigated;
* using your contact information to send you service related information;
* using your contact information to send information we think you may find interesting (see ‘Keeping you informed’ below for more information);
* using your contact information to conduct and analyse market/sector research.
* sending statements, invoices and payment reminders to you, and collecting payments from you];
* sending you non-marketing commercial communications;
* sending an email newsletter if you have requested it.

**Keeping information**We will only keep your personal information for as long as is necessary and in accordance with UK law.

**Keeping you informedKeeping you informed**Mission Renewable would like to keep you informed of our products and services that we consider may be of interest to you (via mail, email or phone). When we collect your information, we will ask you if you would like us to keep you updated in this way.

If you do not wish to receive marketing information about our products and services, or at any time you change your mind about receiving these messages, please contact the Mission Renewable Head Office via the contact methods shown below.

**Accessing information**If you have any data protection queries, please contact the Mission Renewable Head Office:

Email: team@missioncommunity.org

Unit 11 W&G Industrial Estate, Faringdon Road, East Challow, Oxon, England, OX12 9TF

You should also contact the Mission Renewable Head Office to request a copy of the personal information we hold about you and to ask us to correct or remove (where justified) any inaccurate information. We may charge a small amount for providing you with a copy of your personal information. We may also ask you to provide additional documentation to confirm your identity or, if you are seeking to access personal information of another individual, proof of their consent or your legal right to receive their personal information.

**Updating this privacy notice**We review and update this notice regularly. The latest copy of this notice can be found on this web page.

**Cookies**

**What is a cookie?**A cookie, also known as a browser cookie, is a text file containing small amounts of information which a server may download to your computer hard drive, tablet or mobile device when you visit a website or use an app.

Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.

Cookies may be either ‘persistent’ cookies or ‘session’ cookies. A persistent cookie will be stored on the web browser and will remain valid until its set expiry date, unless detected by the user before the expiry date. A session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

**First party and third party cookies**Cookies can be set and controlled by the operator of the website which the user is browsing (known as a ‘first party cookie’) or a third party such as Facebook, for example to display advertisements and social sharing features, (known as a ‘third party cookie’).

**Cookies used by Mission Renewable**The only cookies in use on the Mission Renewable websites are for **Google Analytics**. Google Analytics is a web analytics tool that helps website owners understand how visitors engage with their website. Google Analytics customers can view a variety of reports about how visitors interact with their website so that they can improve it.

Like many services, Google Analytics uses first-party cookies to track visitor interactions as in our case, where they are used to collect information about how visitors use our site. We then use the information to compile reports and to help us improve our site.

Cookies contain information that is transferred to your computer’s hard drive. These cookies are used to store information, such as the time that the current visit occurred, whether the visitor has been to the site before and what site referred the visitor to the web page.

Google Analytics collects information anonymously. It reports website trends without identifying individual visitors. **You can opt out of Google Analytics without affecting how you visit our site** – for more information on opting out of being tracked by Google Analytics across all websites you use, visit this [Google page](http://tools.google.com/dlpage/gaoptout).

**How can you control the use of cookies?
You can opt out of Google Analytics without affecting how you visit our site** – for more information on opting out of being tracked by Google Analytics across all websites you use, visit this [Google page](http://tools.google.com/dlpage/gaoptout).

**Sharing of data from cookies**Mission Renewable may disclose data collected from third party cookies cookies, such as visitor trends, to third parties, in an anonymous form, for research and statistical purposes, and to help us optimise our websites.

**Learn more about cookies**To find out more about cookies in general either search in Google or visit [aboutcookies.org](http://aboutcookies.org/) or [allaboutcookies.org](http://allaboutcookies.org/) (which is run by the IBA Europe).

A guide to behavioural advertising and online privacy has been produced by the internet advertising industry which can be found at [www.youronlinechoices.eu](http://www.youronlinechoices.eu/). The guide contains an explanation of the Internet Advertising Bureau's self-regulatory scheme to allow you greater control of the advertising you see.

