

# Commonwealth War Graves Commission Privacy Policy

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## 1. Introduction

The Commonwealth War Graves Commission (“CWGC”) takes your personal information and your privacy seriously. This Privacy Policy sets out how we use and protect any information about you which is obtained via our website or you send to us by post or e-mail. As we may change this policy from time to time you should check our website to view the most recent version of this policy.

By submitting your personal information to us, you consent to the use of that information as set out in this policy.

Should you have any queries about the content of this policy, please contact:

Information Security Manager  
Commonwealth War Graves Commission  
2 Marlow Road  
Maidenhead  
Berkshire  
SL6 7DX

E-mail: [ISM@cwgc.org](mailto:ISM@cwgc.org)

## **2. Policy Summary**

We respect your privacy and we take care with the information we obtain. We will only ask for personal data when it is necessary to provide you with the service you have requested, such as answering an enquiry or your subscription to our newsletter. We may also make your personal information anonymous to undertake statistical analysis for internal use. If we want to use your data for any purpose outside of the terms of this policy, we will ask you first.

## **3. What is covered by this policy?**

This policy covers all web pages on our website and any correspondence (electronic or otherwise) between you and us.

This policy does not cover external sites which may have links on our website. We are not responsible for the content of these sites and any personal data collected by these organisations is not our responsibility.

## **4. Identity of the Data Controller**

The Data Controller is the CWGC.

## **5. How do we collect personal information?**

We respect your privacy and take great care with the information we obtain. We may collect information from you via our website, by e-mails and post sent to our offices. For example:

- correspondence with us when making an enquiry
- buying something through our website
- subscribing to our newsletter
- registering as a user of our website

## **6. The personal information we may collect**

We may ask you to provide the following information:

- your name
- e-mail address
- postal address
- telephone number (mobile and/or landline)

Any personal information you provide will be transferred and stored on secure servers in a safe, confidential and secure environment. We will use all reasonable efforts to safeguard your personal information. However, you should be aware that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal information which is transferred from you or to you via the internet.

## **7. Debit and Credit Card Information**

All debit and credit card payments made online are processed through Paypal and we do not store or have access to any card information that you provide through this method of payment.

Further details on the Paypal privacy policy can be found at:

[https://www.paypal.com/uk/webapps/mpp/ua/privacy-full?locale.x=en\\_GB&viewType=popup](https://www.paypal.com/uk/webapps/mpp/ua/privacy-full?locale.x=en_GB&viewType=popup)

We will never request credit/debit card information from you via e-mail. Please do not send this information or other sensitive information to us via email.

## 8. How we use the information you submit

The personal data we collect from you will be used to perform the service you have requested, for example answering your enquiry, fulfilling your order, registering you to our newsletter or website. In addition, it may be used for the following:

- For customer research: we may contact you to ask you about the service you have received, why you requested it and how it can be improved;
- General administration of the services we provide.

We may also use the information you provide to carry out internal research in order to:

- Gain a greater understanding of the requirements of visitors to our website and cemeteries and memorials;
- Develop more relevant and appropriate content on our website and publications;
- Provide better services.

## 9. Cookies

Cookies are small files of letters and numbers that are downloaded onto a user's device and allow the website to recognize the user's device. Our website uses two cookies to help improve user experience and track traffic on the website:

- ASP.NET\_sessionId  
This cookie is necessary to use the search function on the website. The cookie stores a user's search parameters.
- \_utm  
This is the Google Analytics cookie and is used to track traffic to the website anonymously for statistical analysis. No personal information is collected.

Most browsers are automatically set to accept cookies but users can usually change their settings to prevent cookies being stored on their device.

The keyboard / screensaver combo uses a single cookie called **kiosk** which can have a value of either **on** or **off**. No user data is stored.

Further information on cookies and how to switch them off can be found at this website:

[www.aboutcookies.org](http://www.aboutcookies.org)

## 10. Sharing your information

We do not share your information, including your personal details, with anyone outside of the CWGC. However, in certain circumstances, it may be necessary to pass your personal details to one of our member Governments. Should this be the case, you will be notified.

As a Commonwealth organisation and by the nature of our work, we operate in a number of countries around the world. In order to deal with your enquiry or other correspondence it may be

necessary for us to transfer and process your personal details to countries outside the United Kingdom which do not have in place similar protection as provided by the Data Protection Act 1998. However, we have taken steps to ensure the security of your information.

By submitting your information to us you consent to these transfers.

## 11. Security

We take our commitment to Information Security very seriously. We have put in place appropriate physical, electronic and managerial procedures and safeguards to prevent unauthorised access or disclosure of any personal and other information. Any information you give to us either through our website, by e-mail or by any other means is stored securely and managed in accordance with the 1998 Data Protection Act. In addition, we hold an ISO27001 accreditation.

## 12. Version Control

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