

PRIVACY POLICY

We recognise that visitors to our site may be concerned about the information they provide to us, and how we treat that information. At Operation Smile, we understand that privacy is a very important issue for visitors to our website and hope we have addressed any concern you may have. This policy may be changed or updated from time to time so please review it periodically to ensure you stay informed of those changes.

If you have any questions about our Privacy Policy, you can contact us at:

Operation Smile
10 The Broadway
London
SW19 1RF
Tel: 020 3475 5126
Email: info@operationsmile.org.uk

NOTE TO PARENTS AND CHILDREN

Operation Smile is concerned about the protection of online privacy for all our website users. We are particularly respectful of the privacy of our young users. We encourage parents to monitor their children's use of the Internet and to help us protect their privacy by instructing them never to provide personal information on this site or any other without permission. We will never attempt to extract unnecessary information from our users, regardless of age.

INFORMATION COLLECTION AND USE

Like most website owners, Operation Smile receives and records information from your browser in our website server logs, including your IP or referral address and the page you requested. Aside from this standard tracking data, the only other personal information our site collects about you is such data as you knowingly provide in one of our on-line forms. Operation Smile is the sole owner of any information collected on this site. This information is used solely for our own statistical and donor relation purposes. We will not sell, share, or rent this information to others in ways different from what is disclosed in this statement. We will only release personal information to another person or company with your consent, or to the extent required by law.

Keeping this personal information secure is a top priority for Operation Smile. Personal information is private and confidential; accordingly, the information provided is stored in a secure location, is accessible only by designated employees, trained in the proper handling of customer information, and is used only for the purpose for which the information is collected. Whenever Operation Smile should hire other organisations to provide support services, we will require them to conform to our privacy standards and allow us to audit them for compliance.

Credit Card Information Security

We care about the safety and security of your transaction. We use high grade encryption and the https security protocol to communicate with your browser software. This method is the industry standard security protocol, which makes it extremely difficult for anyone else to intercept the credit card information you send to us. Companies we work with to process credit card transactions also use high grade encryption and security protocols. Donations may also be made by calling 020 3475 5126.

Personal Information Security

In addition to maintaining privacy and security controls over information you share with us, Operation Smile works to accurately process your contribution and volunteer information. Operation Smile employs error checking procedures to make sure certain transactions are processed completely and accurately. As necessary, changes are made to improve our systems. And, independent external and internal audits are conducted to ensure the privacy, security and appropriate processing of your information on our site. During business hours, staff is available to answer questions about your financial donation or personal information at 020 3475 5126.

Email Privacy

We are committed to keeping your email address confidential. We will not share, sell, rent, lease, swap or authorise any third party to use your email address for any purpose without your permission. We will use your email address solely to communicate information related to Operation Smile and will maintain any information you send via email to us in accordance with applicable law.

If you received an email from us, your email address is either listed with us as someone who has expressly shared this address for the purpose of receiving email communications from us, or you have donated to us, purchased from us or otherwise have an existing relationship with us.

We respect your time and attention by controlling the frequency of our emails. However, you may modify your email preferences at any time. Each email sent contains an easy, automated way for you to change your expressed interests, or to cease receiving email from us altogether. If you would like to modify your preferences, simply follow the instructions at the end of any email you receive from us.

Communications Preferences

We strive for accurate, respectful and relevant communications with our donors. We will not sell, rent or share your email address or telephone number. If you would like to modify your mailing preferences or update your personal information, please call 020 3475 5126 or email info@operationsmile.org.uk

EXTERNAL LINKS

This website may contain links to other sites. Unless we expressly state otherwise, Operation Smile makes no representations whatsoever concerning the content of those sites. The fact that Operation Smile has provided a link to a site is not an endorsement, authorisation, sponsorship, or affiliation with respect to such site, its owners, or its providers. There are risks associated with using any information, software, or products found on the Internet, and Operation Smile cautions you to make sure that you understand these risks before retrieving, using, relying upon, or purchasing anything via the Internet. In addition, we encourage our users to be aware when they leave our site to read the privacy statements of each and every website that collects personally identifiable information. These other sites may collect or solicit personal data or send their own cookies to your computer. Please be aware that Operation Smile is not responsible for the privacy practices of other websites.

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COOKIES

Cookies are small text files that a website transfers to a site visitor's hard disk or browser for added functionality, or for tracking web site usage. Operation Smile may use cookies for the aforementioned statistics purposes or transaction and user convenience.

Google Site Stats

You may have clicked on an ad for this website that was delivered by Google.

Google measures the performance of the advertising it delivers. By providing a tool to more accurately measure the performance of the ads we deliver, Google (and advertisers) will be able to improve the quality and relevance of the ads that you see.

To measure performance, Google uses small strings of text (known as cookies) that are placed on your computer when you click on ads. Cookies typically remain active on your computer for about 30 days. If you visit certain pages of the advertiser's website during that period, Google and the advertiser will be able to tell that you saw the ad delivered by Google.

If you'd like to know more about how Google handles information gathered from the use of cookies, please read Google's privacy policy (<http://www.google.com/privacy.html>). If you want to disable the use of cookies, you can reset your browser to refuse all cookies or to indicate when a cookie is being sent. Be aware, however, that some websites may not function properly if you refuse to accept cookies.

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QUESTIONS OR SUGGESTIONS

It is important to us at Operation Smile to hear what visitors have to say about our organisation or our policies. If site visitors have any questions, concerns, or complaints about this policy, or want to let us know what they think about our organisation, please contact us at 020 3475 5126 or email info@operationsmile.org.uk