

Zainabiya Madressa Privacy Notice

How we use your information

This privacy notice tells you what to expect when the Zainabiya Madressa collects personal information. It applies to information we collect about:

- visitors to our website;
- people who use our services, e.g. who subscribe to our mailing list or request resources from us;
- students who enrol into the Madressa and their parents / guardians;
- volunteer applicants and our current and former staff.

Visitors to our website

When someone visits www.zainabiyamadressa.co.uk we use a third party service, Google Analytics, to collect standard information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

Use of cookies:

We use cookies to keep track of sessions of users on our website so that we can measure our site's performance.

People who email us:

For security purposes all emails, including any attachments, are monitored.

People who make a complaint to us:

When we receive a complaint from a person, we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint. We will only use the personal information we collect to process the complaint and to check on the level of service we provide.

We usually need to disclose the complainant's identity to whoever the complaint is about. This is inevitable where, for example, the accuracy of a person's record is in dispute. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our retention policy. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Similarly, where enquiries are submitted to us, we will only use the information supplied to us to deal with the enquiry and any subsequent issues.

Volunteer applicants, current and former staff

When individuals apply to volunteer at Madressa, we will only use the information they supply to us to process their application.

Complaints or queries:

The Madressa strives to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of collection and use of personal information. However, we are happy to provide any additional information or explanation needed.

Disclosure of personal information:

In almost all circumstances we will not disclose personal data without consent. However, when we are required by law to share certain information with local authorities, the police or any other regulatory or government body for safeguarding purposes or other purposes relating to a child or vulnerable adult's well being, we will comply with our obligations under law which may result in data being shared without consent.

Links to other websites:

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

Changes to this privacy notice:

We keep our privacy notice under regular review.

Updated May 2024