

Privacy and cookies

What is this notice all about?

This privacy guide tells you what to expect when the Commissioner's office collects personal information from people visiting this website [www.childcomwales.org.uk].

We collect information about:

- Visitors to our website
- People who contact us with a question, where we would want to get back in touch to provide them with an answer (via an online form)

Why do we collect the information?

- Communicate with people, only if you provide your contact details on the online form
- Improve our website, to make sure that the content we include on there is as accessible as possible

Cookies

When we provide services, we want to make them easy, useful and reliable. Where services are delivered on the internet, this sometimes involves placing small amounts of information on the device you are using, for example, your computer or mobile phone. These include small files known as 'cookies'. They cannot be used to identify you personally.

These pieces of information are used to improve services and ensure they work for you through:

- providing an accessible experience to visitors
- enabling a service to recognise your device so you don't have to give the same information several times during one task
- recognising that you may already have given a username and password so you don't need to do it for every web page requested
- measuring how many people are using services, so they can be made easier to use and there's enough capacity to ensure they are fast

Our use of cookies

Cookies essential for using services on this website:

Accessibility cookie

Name: cssStatus

Typical content: On/Off

Expires: 2 days

Name: fontSize

Typical content: Numerical value

Expires: 2 days

YouTube.com cookie

Name: VISITOR_INFO1_LIVE

Typical content: Randomly generated number

Expires: 6 months

Name: PREF

Typical content: Randomly generated number

Expires: one year

Name: demographics

Typical content: Randomly generated number

Expires: 15 months

Name: SID

Typical content: Randomly generated number

Expires: 2 years

Name: HSID

Typical content: Randomly generated number

Expires: 2 years

Name: APISID

Typical content: Randomly generated number

Expires: 2 years

Name: LOGIN_INFO

Typical content: Randomly generated number

Expires: 2 years

Visitors to our website

When someone visits www.childcomwales.org.uk we collect information using Open Source software called Awstats, this software collects standard internet log information and details of how visitors have used our site e.g. what pages have they looked at. Visitors to our site cannot be identified through this service.

The Content Management System (CMS) used by the Children's Commissioner for Wales is Wordpress. You can read more about this Open Source software [here](#)

Keeping personal information safe

The Data Protection Act 1998 is the law that tells organisations what they must do to keep people's personal details safe and secure.

Organisations have a responsibility to make sure that your private information does not fall into the wrong hands or get used in a way that you're not happy with.

We will keep our firewall and security systems up to date to make sure that your details are kept safe at all times.

Accessing your personal information

If we ever ask you to tell us any of your personal details, we'll tell you:

- Why we're asking for it
- What it will be used for

If you're not sure about what this means, please feel free to ask us about this at any time.

You have the right to see any of the information we hold about you. You can find out more about how to do this by contacting us. If you think that any of the information we hold about you is wrong, please tell us and we'll do our best to put it right. There may be times when the law says we don't have to provide absolutely all the information, but we'll always tell you why.

Sharing your personal information

We will never share your information with other organisations for marketing, market research or commercial purposes, and we won't pass on your personal information to any other websites.

However, if we are worried about your safety, or the safety of someone close to you, we might have to pass your information on without your permission. Depending on the circumstances, this might involve us contacting social services or the police. If we did pass on your information, we would normally tell you we were doing so and our reasons why.

Find out more

If you have any questions about this policy and how we look after your personal information, you can contact us on:

Freephone: 0808 801 1000

Email: post@childcomwales.org.uk

Post:

Children's Commissioner for Wales, Oystermouth House, Charter Court, Phoenix Way, Llansamlet, Swansea SA7 9FS

This policy was last updated on: 12 February 2018