



CWGC
Commonwealth War Graves Commission

CWGC Privacy on our Website

As part of our commitment to keep you informed about how your information is used we have explained in this document the various functions and services that support our website.

Website Search

Our website search is powered by Amazon Web Services SOLR and delivered via our website platform utilizing Sitecore. Search queries, results and user journeys are logged anonymously within Sitecore to help us improve our website and search functionality. Unless you are logged into a Supporters account, no user-identifiable data is collected by either the CWGC or any third party.

Mailing List and Newsletters

We use Sitecore to collect email addresses for those people who want to stay in touch with the CWGC. We use a third party tool, MailChimp, to send all of our mailings and newsletters, complying with the consents provided to us at the time of signing up. All of our mailings include the option to unsubscribe and/or manage individual preference settings and we always respect the decision of users who unsubscribe. Please refer here for more details on MailChimp's privacy policy -> <https://mailchimp.com/legal/privacy/>

No information is shared with any other organization.

e-Commerce

We use our website for e-Commerce for selling products as well as receiving donations and people signing up for the Supporters scheme. We use PayPal as our payment provider and no credit card data is stored on CWGC's servers or systems. We do obtain and store personal data necessary to fulfil the business process of shipping products or maintaining relevant records concerning membership. We use various third party fulfilment agents for shipping products and we only share with them the information necessary to be able to ship purchased items. We share information with HMRC as legally required where donations are made and we receive a completed gift aid form.

Security and Performance

The CWGC uses third party tools from Google to support analysis of website traffic and performance. All data collected in this way is anonymous, does not contain personal information and is not shared with any external parties. We regularly test our website to maintain security but no personal data is collected as part of this process.

The Blog and Crowd Sourcing

We use a third party service, SquareSpace.com, to publish our blog and Stackla.com to support our crowd sourcing activities. Neither service collect personal information beyond that necessary to provide the crowd sourcing service. Both are hosted by SquareSpace.com and we use Google Analytics to monitor the use and performance of the site. For more information –please refer to SquareSpace's privacy statement here -> <https://www.squarespace.com/privacy/> and Stackla's here -> <https://stackla.com/privacy-policy/>



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People who Contact us via Social Media

We use a third party provider, Hootsuite to manage our social media interactions. If you send us a private or direct message via social media the message will be stored by Hootsuite in accordance with our retention policies.

No information is shared with any other organization.

People who contact our Enquiries Team

We use a third party product, Salesforce.com, to manage our enquiries service. All incoming enquiries, whether on paper, email or telephone are stored on the system and retained in accordance with our retention policies. When you call we collect Calling Line Identification (CLI) information to help improve the efficiency and effectiveness of the service we provide. For more information on Salesforce.com please refer to their privacy policy here -> <https://www.salesforce.com/uk/company/privacy/>

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