

CARING FOR LIFE

PRIVACY NOTICE: SUPPORTERS

What is this document?

This document is called a Privacy Notice. It explains how Caring For Life will hold and use personal information.

This is an important responsibility which we take very seriously. We aim to ensure that personal information is protected and is always used fairly and transparently.

The information in this document helps us to comply with our obligations under data protection law.

Who are we?

We are Caring For Life. Our registered address is Crag House Farm, Otley Old Road, Cookridge, Leeds LS16 7NH.

We are a registered charity and our charity number is 1174982.

Under data protection laws, we are classed as a “data controller”. This means that we are responsible for your personal information.

Who is this Privacy Notice for?

This Privacy Notice is for current and former supporters of Caring For Life. By “supporters” we mean people in the community who support the work of Caring For Life through donations, prayer and general interest, through attendance at events, recipients of caring for life information or through participation in fundraising activities.

There are separate Privacy Notices for our beneficiaries, supporters and customers.

How do we collect your personal information?

All the personal information we collect will come from you directly. When you make a donation to Caring For Life or register interest to receive information from us or when you take part in a fundraising activity, we will ask you to provide us with your information. We may ask you to complete a paper form or to provide your information online, or take down your information, with your permission when we speak with you on the phone.

What information do we collect and use?

We will collect, store, and use the following categories of personal information about you:

Identity information

This is normally limited to your name, but may also include any previous names, your date of birth and your gender.

<u>Contact information</u>	This includes your postal address, your email address and your phone number. It also includes any information about your membership of a church or group.
<u>Donation information</u>	This includes a record of the donations you have made to Caring For Life, as well as any arrangements you have made to donate on an ongoing or regular basis.
<u>Purchase information</u>	This includes a record of the purchases you have made from Caring For Life.
<u>Financial information</u>	This includes your bank account details and any other information we need to receive and process the payments and donations you send us. We do not retain credit or debit card numbers.
<u>Event information</u>	This includes a record of the Caring for Life supporters' or fundraising events you have attended and details of any events you have registered or agreed to attend.
<u>Photograph information</u>	This includes photographs taken of you and images of you captured by the CCTV systems at our premises. It also includes images taken at any fundraising events that Caring For Life is involved in.
<u>Marketing information</u>	This includes your marketing preferences.
<u>"Special category" information</u>	If you attend an event where it is necessary to protect your health and safety, we will collect information about your health. We may also collect information about your dietary requirements.

Why do we need to collect and use your information?

We will collect, store and use your information to enable us:

- to receive and process donations and payments
- to acknowledge and say thank you for donations
- to claim Gift Aid on donations
- to keep records of your fundraising activities
- to send you updates, fundraising promotions and other marketing material
- to produce content for our website, social media profiles and printed marketing materials
- to ensure that we respect your marketing preferences
- to ensure that you are safe when you come to our premises or attend one of our events
- to improve the ways in which we engage with the community and ask for support

We will use your personal information only for the purposes for which we collected it, unless we reasonably decide that we need to use it for another appropriate reason.

What is our legal basis for using your information?

In most cases, we will use your information because it is in our **legitimate interests** to do so. Where we propose to do this, we will consider whether your own personal rights, interests and freedoms. We will only proceed where we are satisfied that your personal interests do not override ours.

If you buy something from us, we will use your information to **perform our contract** with you.

We will only use your information to send you marketing communications when we have your **explicit consent** to do so.

What is our legal basis for using “special category” information?

We will normally require your **explicit consent** to use your special category information.

We may also use special category information where we need to do so in relation to **legal claims**, where we need to do so **to protect your interests** (or someone else's interests) and you are not capable of giving your consent, or where **you have already made the information public**.

Automated decision-making

We will not take any decisions about you using automated means.

Sharing your information outside Caring For Life

We will share your personal information outside Caring For Life only where we are **required to do so by law** or where we have another **legitimate interest** in doing so.

We use a company called Smart Debit to process all direct debit payments, both on and offline. It is a leading direct debit processor based in the UK, and is bound by the same data protection laws that we are. All information Smart Debit processes is confidential and all information Caring For Life sends to them is encrypted.

We use a third-party supplier called MailChimp to send bulk emails to our supporters. Mailchimp is based outside the UK, but it has confirmed that it collects and uses personal data in accordance with UK data protection laws.

We will never sell or share your personal information for any marketing purposes whatsoever.

Keeping your information secure

We take appropriate security measures and have put in place appropriate technical solutions to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

In addition, we limit access to your personal information to those who have a need to know. Everyone within Caring For Life who has access to your information has been trained on all aspects of information security and has a contractual duty of confidentiality which is strictly enforced.

Retaining your information

We will retain your personal information only for as long as necessary to fulfil the purposes for which we collected it. When deciding the period for which we need to retain your information, we also take into account the amount, nature and sensitivity of the information, the risk of harm from unauthorised use or disclosure of the information, and any legal requirements which apply.

Your duty to inform us of changes

It is important that the personal information we hold about you is accurate and current. Please keep us informed of any changes.

Your rights in connection with personal information

You have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to hold it.
- **Object** to our using your personal information where we are relying on a legitimate interest and there is something about your particular situation which makes you want to object to our doing so.

- **Request the restriction** of the way we use of your personal information. This enables you to ask us to restrict our use of your personal information, for example if you have asked us to erase it or if you have objected to the way in which we use it.
- **Request the transfer** of your personal information to someone else.
- **Withdraw consent.** If you have given us your consent to use your personal information, you can withdraw your consent at any time. If you withdraw your consent, we may not be able to continue supporting or providing services to you. We will discuss this with you in more detail if you withdraw your consent.

If you wish to exercise any of your rights, please contact Tim Parkinson, our Data Protection Officer. You can do so by writing to him at our registered address above, or by emailing him at privacy@caringforlife.co.uk.

We aim to respond to all requests within one month. Occasionally it could take us longer if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

Further information and complaints

If you wish to discuss any privacy or data protection matter or if you wish to make a complaint, please contact our Data Protection Officer whose name and contact details are given above.

You may also make a complaint at any time to the Information Commissioner's Office, the UK's supervisory authority for data protection matters. Contact details are available at www.ico.org.uk

