



## Privacy Notice

Charity Buddy is a Not for Profit organisation, providing help and support to individuals and groups within animal charities and similar non-profit organisations.

Some of the support offered via Charity Buddy is provided directly by third party organisations and any personal information that you share directly with them falls outside the Charity Buddy privacy policy.

As an essential part of our business, we collect and manage client and non-client data. In doing so, we observe the UK data protection legislation, and are committed to protecting and respecting clients' and non-clients' privacy and rights. As such we act as "Data Controller" in respect of the information gathered and processed by us.

To ensure that you are informed about how we operate, we have developed this privacy notice, which details how we collect, manage, process, store and share information about you as a result of you visiting this site or contacting our organisation.

This privacy notice also provides you with the information about how you can have control over the use of your data.

If you have any comments or queries regarding the use of your data, please contact our Group Data Protection Officer at Maple Farm, Rosemary Lane, Alfold, Surrey GU6 8EZ.

### **What Information Do We Collect?**

In general terms, we collect information about you to enable us to:

Administer our relationship with you, provide services and respond to enquiries

Enable business development including sending newsletters, information updates and details of our support and offers

Process applications of employment

Deliver requested information to you about our services and products

Ensure the billing of any services and obtain payment

Process and respond to any queries or complaints

Enable us to meet our legal and other regulatory obligations imposed on us

The information we need for these purposes is known as "personal data". This includes your name, address (work or home), email address, telephone and other contact numbers and financial information.



We collect this in a number of ways. For example, you may provide this data by email, via our website, over the telephone, or by letter.

We may also process sensitive classes of information that includes:

Physical or mental health details, and

Racial or ethnic origin

We will seek your permission if we need to record any of your sensitive personal data on our systems, although you should expect us to record details of your general health if you are applying to rehome an animal.

### **How We Use The Information and Your Rights**

We use the data we collect from you for the specific purposes listed below. Please note that the sub lists below explain the legal basis for processing your data, linked to the processing purpose, and in what circumstances your data will be shared with a third party.

1. To administer our relationship with you, to provide our support services and respond to enquiries. This is to meet the requirements of a contract or agreement. It may be shared within a proprietary database that holds detailed client information.
2. To ensure the billing of any services and obtain payment. This is to meet the requirements of a contract. It is shared with Government VAT and tax inspectors, internal and external auditors
3. To communicate with you on Charity Buddy's offers, and other information relating to our organisation which are relevant to you or your charity. This is to seek explicit consent prior to sending individuals information in line with their preferences. It is shared with Mailchimp to administer our newsletters and Sitebuilder to host our website.
4. To provide you with support by telephone. To fulfil contractual obligations this includes taking action before entering into a contract. It is not shared with third party organisations.
5. To process and respond to queries and complaints. To meet a legal obligation. It is not shared with third party organisations.

### **Your Rights**

Under the terms of the data protection legislation you have the following rights:

- Right To Be Informed - This privacy notice fulfils our obligation to tell you about how we use your information.



- Right To Access - You have the right to ask us for a copy of any personal data that we hold about you. This is known as a "subject access request". To make a subject access request, please write to our Group Data Protection Officer (details above).
- Right To Rectification - If any of the information that we hold about you is inaccurate, you can either contact us on 07771694168 or write to our Group Data Protection Officer (details above).
- Right To Be Forgotten - From May 25, 2018, you can ask that we erase all personal information held about you. Where it is appropriate that we comply, your request will be fully actioned within 30 days.
- Right To Object - You have the right to object to the continued use of your data for any purpose listed above for which consent is identified as the lawful basis for processing i.e. you have the right to withdraw your consent at any time.
- Right To Restrict Processing - If you wish us to restrict the use of your data please write to our Group Data Protection Officer (details above).
- Right To Data Portability - If you would like to move, copy or transfer the electronic personal data we hold about you to another organisation please write to our Group Data Protection Officer (details above).
- Rights Relating To Automated Decision Making - we do not do this, so it is not applicable

**Is The Processing Of Information Likely To Cause Individuals To Object or Complain?** – Charity Buddy is not aware of any justifiable reason that would constitute a legitimate reason for objecting or complaining about the way we process or control information.

**How Long Will We Retain Information For?** - We will typically retain information for 7 years. This is due to regulatory reasons and to ensure our business records are adequate to maintain the requisite levels of insurance to protect our clients and non-clients.

**Overseas Transfers** - None of the information we collect, process or store is transferred outside of the EEA, however, this website is built using a third-party host (Sitebuilder) who are based outside the UK. We also use Mailchimp for administering our newsletters, and a proprietary database for storing client data, and therefore you should read their individual privacy policies to ensure you are satisfied with their management of personal data before you provide your personal information via this website.



## **Data Privacy & Security**

At Charity Buddy, we maintain our systems to protect as much as possible against security risks therefore protecting your data.

## **Cookies And Links To Other Websites**

In order to offer and provide personal service through our websites, we may use cookies to store and help track information about you. A cookie is a small text file sent to your device that we use to store limited information about your use of the website. We may use cookies to provide you with certain functionality (such as to ensure a secure log in, and to personalise our website content. Without cookies this functionality would not be available.

By using our websites, you agree that we can place these types of cookies on your device.

We may also use analytics tools provided by Google, Inc. or other similar providers. This data is collected and aggregated on an anonymised basis about users and visitors' use of the website. In addition, we may use marketing automation tools. These companies serve cookies to profile users of visitor's interests and activities. You have the right to refuse or disable cookies.

## **General**

Questions and comments regarding this privacy notice are welcomed and should be sent to our Group Data Protection Officer (details above).