

EMMAUS MOSSLEY

**Privacy Statement:
Donors & Supporters**



INTRODUCTION

Emmaus Mossley (“Emmaus”, “we” or “us”) respects your privacy and is committed to protecting your personal data. This privacy statement explains how we collect and use your personal data and tells you about your rights in respect of your personal data as well as the procedures we have in place to safeguard your privacy.

PURPOSE OF THIS PRIVACY STATEMENT

This privacy statement aims to give you information on how Emmaus collects and processes your personal data when you make a donation, volunteer, register to fundraise or sign up for an event. We recognise the need to treat your personal data in an appropriate and lawful manner, in accordance with the UK GDPR as defined in the Data Protection Act 2018.

It is important that you read this privacy statement together with any other fair processing information we may provide on specific occasions so that you are fully aware of how and why we are using your data.

Controller

Emmaus Mossley is the controller and is responsible for your personal data (collectively referred to as “Emmaus”, “we”, “us” or “our” in this privacy statement).

Contact Details

If you have any questions about this privacy statement or our privacy practices, please contact us in the following ways:

Full name of legal entity: Emmaus Mossley

Email address: info@emmausmossley.org.uk

Postal address: Emmaus Mossley, Longlands Mill, Queen Street, Mossley, OL5 9AH

You have the right to make a complaint at any time to the Information Commissioner’s Office (ICO), the United Kingdom (UK) supervisory authority for data protection issues (www.ico.org.uk). However, we would appreciate the chance to deal with your concerns before you approach the ICO so please kindly contact us in the first instance.

We may change this Privacy Statement from time to time. If we make any significant changes in the way we treat your personal information we will make this clear by contacting you directly.

THE DATA WE COLLECT ABOUT YOU

Personal data, or personal information, means any information about you from which you can be identified. It does not include data where your identity has been removed (anonymous data). If you support us either by making a donation, volunteering or signing up for an event, we will collect, store, and use the following categories of personal information about you:

- Personal contact details such as name, title, home addresses, telephone numbers and personal e-mail addresses.
- Financial information such as bank details.
- Other information such as details of previous donations to us, Gift Aid declarations and/or status and details of any preferences or feedback that you may have.

HOW IS YOUR PERSONAL DATA COLLECTED?

We use different methods to collect personal data about you that may include:

- Direct interactions: you may give us your personal data by filling in forms or by corresponding with us by post, phone, e-mail, via our website or otherwise. This includes personal data you provide when you:
 - Make a donation;
 - Offer to volunteer with us;
 - Request information from us or contact us for any reason;
 - Sign up for our e-newsletter.
- Third parties or publicly available sources: we may receive or gain access to personal data about you from various third parties and public sources as set out below:
 - Websites, such as Just Giving, when you sign up to support us, but only when you have indicated that you wish to support Emmaus UK and if you have consented to the third party sharing your personal data with us.
 - Third party companies or organisations when you provide permission or consent to sharing your data with charities.
 - Publicly available sources such as Companies House and newspapers/articles.

HOW WE USE YOUR PERSONAL DATA

Emmaus Mossley will only process your personal data in compliance with applicable data protection laws, and where we have a lawful basis to do so. Most commonly, we will use your personal data in the following circumstances:

- Where we need to comply with a legal obligation.
- Where it is necessary for legitimate interests pursued by us or a third party and your interests and fundamental rights do not override these interests.

Emmaus will process your personal data in the following situations:

- where we need to process or administer your donation or fundraising support, including processing Gift Aid;
- to respond to any communications you send us;
- to keep a record of your relationship with us;
- to record your communication preferences and to keep in touch if you have agreed to receive communications from us.

Cookies

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our website. You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly.

Marketing

We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising for donations or other support. We will only send you electronic direct marketing communications with your consent or as otherwise authorised by applicable law.

You can ask us or third parties to stop sending you marketing messages at any time by contacting us at any time.

Change of purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

DISCLOSURES OF YOUR PERSONAL DATA

We may share your personal data with the parties set out below for the purposes stated above.

- Service providers acting as processors based within the EU and United Kingdom including providers of event management services, ticket sales management, postal services, payment providers, HR administration services and IT and system administration services.
- Professional advisers including lawyers, bankers, auditors and insurers based in the EU and United Kingdom who provide consultancy, banking, legal, insurance and accounting services.
- HM Revenue & Customs, regulators and other authorities who require reporting of processing activities in certain circumstances, including the Charity Commission where required.
- Third parties to whom we may choose to sell, transfer or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy policy.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers or partners to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

DATA SECURITY

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

DATA RETENTION

How long will you use my personal data for?

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

Subject to the above considerations, our data retention periods are as follows:

- Physical records of donations: four (4) years.
- Electronic records: duration of the relationship with the donor, and for six (6) years following the last donation.
- Gift Aid information: six (6) years from the provision of information.

In some circumstances you can ask us to delete your data, see your legal rights below for further information.

In some circumstances we will anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

YOUR LEGAL RIGHTS

Under certain circumstances, you have rights under data protection laws in relation to your personal data.

Your legal rights include:

- **Request access to your personal data** (commonly known as a “data subject access request”). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- **Request erasure** of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- **Object to processing** of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

- **Request restriction** of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in certain circumstances.
- **Request the transfer** of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- **Withdraw consent** at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

If you wish to exercise any of the rights set out above, please contact us.

Automated decision making

Automated decision making takes place when an electronic system uses personal information to make a decision without human intervention. We do not currently envisage that any decisions will be taken about you using automated means. Any updates will be available via our website.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Keeping our records up to date

It is your responsibility to inform us of any changes to your personal details.

We may change this Privacy Policy from time to time. Any updates will be available via our website.

If you have any questions, comments or suggestions, please let us know by contacting us via any of the methods mentioned above.