**Your Privacy and our Promise**

We promise that we’ll tell you how we use your data and we’ll only use it to stay in contact with you and process your donations. Plus, we’ll make sure we collect and store your data securely.

**What we keep**

We only collect and store the data that you share with us, we keep your name, address, email address and any phone numbers you have given us permission to use. We also keep track of your payments and some payment details.

To enable us to process donations we will collect basic payment and contact information from you. This will include your name, postal address and email address and card details. If you are eligible for UK Gift Aid, we may also ask you to confirm your UK home address.

We only share your data with our trusted partners, like our printers who need your address to mail you letters Royal Mail who deliver mail to your door and our designated processing centre. The partners we use are entrusted with only the information they need to know and are required to remove your data after they have used it for the intended purpose, for example processing a donation or sending you a letter. We promise to collect, process, store and share your data safely and securely. We’ll also make sure that the other businesses we work with are just as careful with your data.

We may also use the contact details you share with us to let you know if there are any changes to the projects you support or to update you with important information.

**You are in control of your data**

Spurgeons is committed to protecting your safety and privacy, and takes its responsibilities regarding the security of supporter information very seriously. This privacy policy explains what personal data we collect about you, how and why we use it, who we disclose it to, and how we protect your privacy.

If you would like to stop receiving communication from us, you can review and amend your preferences at any time by emailing us at supportercare@spurgeons.org  with the header “Unsubscribe".

If the information we hold on you is wrong, you can email us at supportercare@spurgeons.org let us know what needs updating and we will correct it. You can also call us on: 01933 412 412 or write to: Supporter Engagement Officer, Spurgeons Children’s Charity, 74 Wellingborough Road, Rushden, Northants NN10 9TY.

## 1. Who is responsible for your data

Our Privacy Policy applies to the personal data that Spurgeons collects and uses.

References in this Privacy Policy to “Spurgeons”, “we”, “us” or “our” mean Spurgeons Children’s Chairity. Spurgeons is registered charity no: 1081182 and private limited company by guarantee without share capital use of 'Limited' exemption (no. 03990460). The registered address is 74 Wellingborough Road, Rushden, Northamptonshire, NN10 9TY. We also have over 50 children and family centres located across England. We control the way your personal data is collected and the purposes for which your personal data are used by Spurgeons and are the “data controller” for the purposes of the UK Data Protection Act 1998.

## 2. Personal data we collect about you

When using the term “personal data” in our Privacy Policy, we mean information that relates to you and allows us to identify you, either directly or in combination with other information that we may hold. Your personal data may include for example your name, your contact details, information relating to your donation history or information on how you use our website to interact with us. We collect some personal data from you, for example when you make a donation, sign up to a mailing list with us, use our website, use our services or contact us.

**Categories of data we collect**

We may collect and process the following categories of information about you:

**Your name and surname and your contact details**
(email address, telephone number and postal address)

When you make a donation using a response slip, sign up to a mailing list or use our website.

When you donate online, over the phone, via the website or through the post we need to collect your contact details to process payments with your bank.

**When we might also collect information or contact you:**

* When you email, return a response slip with preferences outlined
* When you write to us, or call us.
* When we process information about your transaction, including your **payment card details.**
* If you donate over the phone, on our website or via response slip requiring debit/credit card information.
* When you **communicate with us:** for example, by email, letter, call or when you interact with us on Social Media.
* When you contact Spurgeons or you are contacted by Spurgeons

## 3. How and why we use your personal data

We use your personal data for the following purposes:

**To communicate with you and manage our relationship with you**

Occasionally we may need to contact you outside of our regular mailings for administrative purposes, for example if we have a payment that we cannot process. Please be aware these mailings are not made for marketing/fundraising purposes and may still be sent to you regardless of your opt in or opt out preferences.

**To inform you about our news you have opted to receive**

We may send you marketing and/fundraising communications, if you have indicated that you are happy to receive these. You can request us to send you marketing and/fundraising communications by contacting us via phone, email or writing to us.

If you are happy to receive marketing and/fundraising communications, we will provide you with news from the projects we are supporting as well as ways in which you can be involved. These may include our quarterly magazine, prayer newsletters, latest campaign mailings and email updates.

**To improve our services, fulfil our administrative purposes and protect our business interests**

The business purposes for which we will use your information include accounting, billing and audit, credit or other payment card verification, fraud screening, safety, security and legal purposes, statistical and marketing analysis, systems testing, maintenance and development.

**If you do not want to receive marketing and/ fundraising**

Simply tell us by sending an email to supportercare@spurgeons.org calling our supporter care helpline on 01933 412412 or writing to us at Spurgeons Children’s Charity 74 Wellingborough Road, Rushden, Northants NN10 9TY.

You can also choose to **opt out from receiving marketing and/fundraising communications** at any time, by clicking on the relevant unsubscribe link at the bottom of any marketing/fundraising related email you may receive from us.

## 4. Requesting access to your personal data

You have a right to request access to the personal data that we hold about you. This could include donation information relating campaigns you have supported historically with us.

Under the General Data Protection Regulation, which is expected to become law in the UK in May 2018, you are also granted a number of additional rights. These include:

(a) The right to rectification;

(b) The right to erasure;

(c) The right to restrict processing;

(d) The right to data portability;

(e) The right to object;

(f) Rights in relation to automated decision making and profiling.

For more information on these rights please read the relevant guidance issued by the ICO: <https://ico.org.uk/for-organisations/data-protection-reform/overview-of-the-gdpr/>

In relation to your rights, please email supportercare@spurgeons.org or write to us at 74 Wellingborough Road, Rushden, Northamptonshire, NN10 9TY. Please note that we may, where permitted under applicable law request proof of identity. We will respond to your requests within all applicable timeframes.

If you would like to request a copy of your personal data or have a question in relation to your personal data please contact us using the details above.

## 5. Security of your personal data

We are committed to taking appropriate technical and organisational measures to protect your personal data against unauthorised or unlawful processing and against accidental loss, destruction or damage to personal data. When you provide your personal data through our website, this information is transmitted across the internet securely using high-grade encryption.

As described in this Privacy Policy, we may in some instances disclose your personal data to third parties. Where Spurgeons disclose your personal data to a third party, we require that third party to have appropriate technical and organisational measures in place to protect your personal data.

The information that you provide to us will be held in our systems, which are located on our premises or those of an appointed third party. We may also allow access to your information by other third parties who act for us for the purposes described in this Privacy Policy or for other purposes approved by you. We will retain your personal data for as long as we need it in order to fulfil our purposes set out in this Privacy Policy or in order to comply with the law.

## 6. Cookies or other tracking technologies

In order to improve our services, to provide you with more relevant content and to analyse how visitors use our website and app, we may use technologies, such as cookies, pixels or tracking software. Please be aware that in most cases we will not be able to identify you from the information we collect using these technologies. For example, we use software to monitor customer traffic patterns and website usage to help us develop the design and layout of the website in order to enhance the experience of the visitors to our website. This software does not enable us to collect any personal data. In addition, in order to understand how our supporters interact with the emails and the content that we send, we use pixels that allow us to know if the emails we send are opened or if the content of our emails is displayed in text or html form.

## 7. Sharing your personal data

Your personal data may be shared with other companies within our trusted network – we only ever share data on a need to know basis and will never share or sell details to third parties we do not trust. We work with trusted third parties to help process your request, this includes banks and payment providers to authorise and complete payment transactions; we may also transfer personal information to our mailing service providers only when it is necessary for a legitimate reason connected to delivering the service.

## 8. Updates to our Privacy Policy

We may make changes to this Privacy Policy from time to time, including as part of the new European data protection legislation which will start to apply on 25 May 2018 (the “General Data Protection Regulation”) - we will update the Privacy Policy and we will publish on our website any new version of this Policy.

## 9. Contact information

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to supportercare@spurgeons.org/