

PRIVACY POLICY

Issue No.	003		
Author	Michelle Plumb	Designation	GDPR Lead & Head of Risk Assurance
Issue Date	December 2019		
Reviewed by	M Plumb	Next Review Date	April 2023

PRIVACY POLICY

This Policy explains when and why we collect personal information how we use it, the conditions under which we may disclose it to others and how we keep it secure. It only applies to information we collect about you when you visit our website, whenever you contact us, volunteer with us or become involved with us in any way. We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

If you have any questions regarding this Policy and our privacy practices, you can contact -

Data Protection Lead- Michelle Plumb at dataprotection@meath.org.uk

Contents

1. **Introduction – who we are**
2. **What information will The Meath collect about me?**
3. **How will my information be used?**
4. **When will The Meath Contact me?**
5. **Will I be contacted for fundraising and marketing purposes?**
6. **What is The Meath's legal basis for processing my personal data?**
7. **Will The Meath share my personal information with anyone else?**
8. **What about Financial information?**
9. **External Links**
10. **Offensive and inappropriate content on The Meath's website**
11. **How long will The Meath keep my information?**
12. **Security of your information**
13. **Can I find out what personal information The Meath holds about me & my access rights?**
14. **How to make a complaint?**

1. Introduction – who we are

The Meath Epilepsy Charity (“the Meath”) is the Data Controller and is committed to protecting the rights of individuals in line with the Data Protection Act 1998 (DPA) and the General Data Protection Regulation (GDPR), which replaces the DPA. We want our services to be safe for our audience. This Policy relates to the data which is processed by The Meath only. Please note that the processing of data by the Meath under this policy includes data processed by Changing Perceptions. Changing Perceptions is a social enterprise run by the Meath providing skills training and a practical activity to the residents of the Meath in woodwork and ‘upcycling’ furniture. The products are sold within a café run by the Meath at 144 High Street, Godalming.

The Meath is a registered charity in England and Wales (no 200359) and registered address is Westbrook road Godalming Surrey GU7 2QH. The Meath is a proud member of the Institute of Fundraising and the Fundraising Regulator and only practice ethical fundraising.

2. What information will The Meath collect about me and why?

The type of information we collect and how we use it depends on why you are providing it and when we collect it from you.

We may collect information when:

- you visit our website;
- you contact us through social media platforms;
- you sign up as a volunteer or show interest in volunteering;
- you sign up as a volunteer or show interest in volunteering;
- you make a donation;
- you subscribe or respond to mailings; and
- you request information.

Please see ‘How will my information used’ below for information as to why we hold your information and data and how it might be used.

The personal information we collect might include:

- your name, address and email address and contact preferences;
- telephone and mobile telephone numbers;
- bank account and credit/debit card details;
- whether you are a UK tax payer (so that we can claim Gift Aid);
- details of your visit to our website including your IP address and information regarding what pages are accessed and when; and
- other information you input on our website.

Privacy Policy

If you make a donation online or purchase tickets, raffles, your card information is not held by us, it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions, as explained below.

3. How will my information be used?

We will mainly use the data we collect to:

- process a donation that you have made;
- process orders that you have submitted;
- to carry out our obligations arising from any contracts entered into by you and us;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- in the case of photographs, to promote and advertise the work of the Meath but always with the prior approval of those identifiable in the photograph;
- Provides a personalised service to you when you visit our websites. This includes the use of cookies if you agree to their use; [\[cookies policy\] – Visit \[www.meath.org.uk\]\(http://www.meath.org.uk\)](#)
- Send you communications which you have requested and that may be of interest to you. These may include information about appeals, other fundraising events and newsletters;
- process a job application;

4. When will The Meath Contact me?

We will contact you:

- in relation to any service, activity or online content you have signed up for in order to ensure that The Meath can deliver the service.
- in relation to any correspondence we receive from you or any comment or complaint you make about The Meath's services;
- in relation to any personalised services you are using;
- to invite you to participate in surveys about The Meath services (participation is always voluntary);
- to update you on any material changes to The Meath's privacy policies and practices;
- for fundraising and communication purposes, as set out in below section; and

5. Will I be contacted for fundraising and marketing purposes?

The Meath will only send you fundraising and communication emails and posts or contact you on The Meath's platforms where you have agreed to this or we have a legitimate interest to do so under data protection law.

Privacy Policy

We offer a monthly newsletter, to let you know about The Meath. From time to time we may also contact you to ask your views on issues affecting The Meath.

You can change your preferences at any time by contacting us by email: dataprotection@meath.org.uk or telephone on 01483415095.

6. What is The Meath's legal basis for processing my personal data?

The Data Protection Act and the General Data Protection Regulation require us to process personal data fairly, lawfully and transparently.

We will therefore be clear with you about how we will use your data and why we are entitled to do so.

When we collect and use your personal information, we will make sure this is only done in accordance with at least one of the legal grounds available to us under data protection law.

One of these is where we have obtained your specific consent to use your information for a previously notified purpose, such as to send you email/text marketing or to provide you with a product, service or information at your request.

Another is where we have a legal obligation to use or disclose information about you – for instance, where we are ordered by a court or regulatory authority or we are legally required to hold donor transaction details for Gift Aid or accounting/tax purposes.

In certain instances, we may collect and use personal information where this is necessary in the Meath's legitimate interest, this includes being able to:

- send direct marketing material to supporters by post or contacting them by telephone for fundraising purposes;
- conduct research to better understand who our supporters are and better target our fundraising activity;
- monitor who we deal with to protect our charity against fraud, money laundering and other risks;
- maintain and administer our supporter database and systems.

In all cases, we balance our legitimate interests against your rights as an individual and make sure we only use personal information in a way or for a purpose that you would reasonably expect in accordance with this Policy and that does not intrude on your privacy or previously expressed marketing preferences.

Where we process sensitive personal data, we will make sure that we only do so in accordance with one of the additional lawful grounds for processing such as where we have your explicit consent or you have made that information manifestly public. When we do this, we will tell you what sensitive personal data we are collecting and why.

We always handle your personal data securely and minimise its use, and your interests are not overridden by using your personal information for these purposes

Our Data Protection Lead is responsible for monitoring compliance with relevant legislation in relation to the protection of personal data, and can be contacted at dataprotection@meath.org.uk

7. Will The Meath share my personal information with anyone else?

- We will not sell or pass your information to third parties other than in the circumstances set out in this Policy.

Privacy Policy

- We will not share your information with third parties for marketing purposes.
- In other cases, we will not disclose any of your personal data except in accordance with this Policy, when we have your permission, or where we are required or entitled to do so by law.

We may allow our suppliers to access and use your personal data to allow them to perform services on our behalf (e.g. payment processing). In these circumstances we will not give these organisations any rights to use your personal information except to provide services to us and in accordance with our instructions.

8. What about Financial information?

Financial information (such as credit card number and expiration date) is used only to charge you for the purchase you are making at the time such as tickets for an event. This information will only be passed to PayPal. You can read PayPal privacy policy here.

<https://www.paypal.com/uk/webapps/mpp/ua/privacy-full>

9. External Links

Although this website only looks to include quality, safe and relevant external links users should always adopt a policy of caution before clicking any external web links mentioned throughout this website.

The owners of this website cannot guarantee or verify the contents of any externally linked website despite their best efforts. Users should therefore note they click on external links at their own risk and this website and its owners cannot be held liable for any damages or implications caused by visiting any external links mentioned.

10. Offensive and inappropriate content on The Meath's website

If you post or send content which may reasonably be deemed to be offensive, inappropriate or objectionable anywhere on or to The Meath website or otherwise engage in any disruptive behaviour The Meath may remove such content.

Where The Meath reasonably believes that you are or may be in breach of any applicable laws, for example on hate speech, The Meath may disclose your personal information to relevant third parties, including to law enforcement agencies or your internet provider. The Meath would only do so in circumstances where such disclosure is permitted under applicable laws, including GDPR.

11. How long will The Meath keep my information?

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). We will endeavour to keep your information accurate and up to date, and not keep it for longer than is necessary. The Meath is required to retain information in accordance with the law, such as information needed for income tax and audit purposes. How long certain kinds of personal data should be kept may also be governed by specific business-sector requirements and agreed practices. Personal data may be held in addition to these periods depending on individual business needs

12. Security of your information

Privacy Policy

When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive information provided by you is encrypted and protected. When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

13. Can I find out what personal information The Meath holds about me & my access rights?

Under the Data Protection Act and GDPR you have the right to request a copy of the personal information The Meath holds about you and your rights to be informed, rights of access, rights to rectification, rights to erasure, rights to restrict processing, rights to data portability, rights to object, Rights in relation to automated decision making and profiling.

If you request the details of the personal information we hold about you we may ask you for an administration fee of £10.00. If you wish to do so, please send a description of the information you want to see and proof of your identity in writing to our Data Protection Lead:

Mrs Michelle Plumb

Westbrook road

Godalming

GU7 2QH

Email: dataprotection@meath.org.uk

14. How to make a complaint

If you are unhappy with the way in which your personal data has been processed by us, you may in the first instance contact The Meath's Data Protection Lead using the contact details above.

If you remain dissatisfied then you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

Information Commissioner's Office

Wycliffe House,

Water Lane,

Wilmslow,

Cheshire,

SK9 5AF

www.ico.org.uk

Review of this Policy

We keep this Policy under regular review.