



# Privacy Policy

a little bit of HOPE (UK) Registered charity no. 1162178

Last updated June 2019.

## Introduction

We value your privacy and promise to keep the data you trust us with safe. We will never sell, rent or trade your data, with no exceptions. This policy sets out to answer the following questions, for your information:

1. What information is being collected?
2. Who has access to it?
3. How is it collected?
4. Why is it being collected and how will it be used?
5. How will it be stored?
6. How will you be informed of any changes to this privacy policy?

## 1. What information is being collected?

The only data we hold as an organisation is the information you give us either directly or via a third party (e.g. JustGiving). Which, if you provide it, may include:

- Your full name
- Your email address
- Your contact number
- Your contact preferences
- Your postal address
- Your donation history and ongoing donation details (amount, frequency, designated fund)
- Any other personal information you provide us

## 2. Who has access to information?

Any personal data we collect and hold is only made accessible to employees or Trustees of a little bit of HOPE UK and Uganda, and a very small number of volunteers (currently one at the time of writing - June 2019). In some circumstances, your name and donation amount will be accessed by employees of a little bit of HOPE (Uganda), in order to ensure donated funds are used in the correct way, for the required projects. A small, selected number of volunteers also have access to personal data, including your name, donation details and gift aid information. See section 4 for details of why this is the case.

We partner with a small number of selected organisations to help us carry out our work effectively and transparently, including online communication and donation platforms,

financial auditors and charity regulatory organisations. These organisations have their own thorough privacy and data protection policies in place, and only have access to data needed for them to fulfil the task a little bit of HOPE require of them. We will never sell, rent or trade your data, with no exceptions.

### **3. How is information being collected?**

We may collect data when you interact with us, including when you:

- Make a one-off or regular donation to a little bit of HOPE (UK) - directly, or via a third party donation platform such as Virgin Money Giving or Stewardship
- Get in touch with us directly via email or post with feedback or an enquiry
- Sign up to our email mailing list
- Come to an event and provide us with your details
- Register your contact preferences

### **4. Why is information being collected and how will it be used?**

We only collect and store information for purposes that help us achieve our mission and align with our approaches as an organisation. When using personal information for any purpose, we will only do so when at least one of the following conditions applies, as set out in the General Data Protection Regulations (GDPR):

- There is a legitimate interest on the part of the individual whose personal information is being used, i.e. we have legitimate and proven reason to believe you would like to receive the communication we send you. A recurring, or recent (within the last 12 months) donation are examples of cause for legitimate interest.
- It is necessary in order for us to fulfil an agreement we have with you, or to deliver an expected service.
- You have given us your consent to do so, including your contact preferences
- We have a legal obligation to do so

The reasons we use personal data include:

- Processing donations and direct funds to the right projects within a little bit of HOPE (Uganda)
- Processing Gift Aid claims with HMRC
- Fundraising for specific appeals
- Keeping you updated with the work of a little bit of HOPE in Uganda and the UK, and tailor the communications you receive
- Thanking you for an ongoing or specific donation or volunteering
- Contacting you for any other reason that helps us fulfil our work as a charity
- Inviting you to an event
- Processing job or volunteer applications

## **5. How will information be stored?**

All of the information we collect is stored safely and securely in the following places:

- Our secure database
- Online partner platforms, including communication and donation platforms, that you gave us permissions to contact you with, or access your data through (e.g. MailChimp or Stewardship) These accounts are secure and password protected.
- Any paper copies of personal information are kept securely at the registered charity address of a little bit of HOPE (UK).
- Electronically stored information is stored in a dedicated secure folder, which is password-protected. UK Trustees may access this data to send out correspondence and process donations but will never store it on personal laptops.
- Any information held is reviewed after two years, and only continued to be stored if in line with at least one of the conditions set out in the GDPR (see section 4).
- As long as you are interacting with us, we will continue to hold your data (e.g. if you donate to us, or open or respond to emails). If this interaction stops, we will delete your information after two years.

## **6. How will we inform you of any changes to this privacy policy?**

We want to ensure you are kept up-to-date with our privacy policy and will inform you of any changes via email. The privacy policy on our website will always be the most up-to-date version.

## **7. Your rights**

Your information is yours! You therefore have rights in place, which you are able to act upon at any point. You can see information on your personal rights on the Information Commissioner's Office website, [ico.org.uk](https://ico.org.uk). Some of these rights are:

- Your right to information - You have the right to see what information we hold about you, and why we are using it. You can see this on our Privacy Policy, and can ask to see what information we hold by contacting us.
- Your right to object - You have the right to choose how we contact you, and can object to us contacting you at all. You can update your preferences on our website, via MailChimp.
- Your right to change - You have the right to tell us of any changes you wish us to make to the information we hold, e.g. to change your address or to withdraw consent. Please contact us to make these changes.
- Your right to deletion - You have the right to delete any or all of the information we hold for you. As previously stated, we will never use your personal information unnecessarily, unsafely or unfairly. However, if you would like it to be removed, please let us know.