

## **Reach Learning Disability**

### **Privacy Notice – Donors and Supporters (full version)**

In this Privacy Notice, “we”, “us” and “our” refer to Reach Learning Disability. Reach Learning Disability is registered as a Charity, registration number: 107618. ‘Reach Learning Disability’ includes our fivecentres (Reach Newark, Reach Mansfield, Reach Southwell, Flower Pod and Flower Pod Newark).

This Privacy Notice explains how we use the personal data you share with us when you make a donation or support a fundraising activity in another way – eg by making a gift-in-kind, or by buying a ticket for an event. It is of particular relevance to people who are supporting us ‘off-line’; our website Privacy Notice contains more information for people using our on-line donation facility.

Your personal information and privacy is important to us. We make every effort to ensure that the information you share with us is recorded accurately, retained securely and used only according to your wishes. We protect your personal information and adhere to all current data protection and legislation with respect to protecting privacy. We comply with the new General Data Protection Regulations (GDPR) 2018, Data Protection Act 2018, the Privacy and Electronic Communications Regulations (PECR) and Code of Fundraising Practice.

#### **Purposes of data processing**

We collect personal data that you may provide as part of making a donation or pledge, participating in an event, completing a sponsorship form, subscribing to fundraising literature, or taking part in other fundraising activities. Such data is collected in order to ensure:

- efficient processing and recording of your donation, gift or payment and to ensure compliance with relevant legislation.
- efficient processing and recording of information contained in or relating to any communication that you send to us.

*The legal basis for this processing is our legitimate interests, namely the proper administration of our business and communications.*

- We may also process any of your personal data identified in this notice where necessary for the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure.

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*The legal basis for this processing is our legitimate interests, namely the protection and assertion of our legal rights, your legal rights and the legal rights of others.*

Depending on your relationship with Reach, and the preferences you have indicated, data we hold may be used to send you promotional, marketing, or fundraising information by post, telephone or electronic means. These types of communications can include:

- Informing you of fundraising activities and events
- Providing you with our Annual Report and/or supporter newsletter
- Information on our fundraising operations, including occasional targeted requests to consider supporting us in various ways.
- Other relevant communications based upon your relationship with Reach Learning Disability.

#### **Personal information we collect may include:**

- your full name and title, date of birth
- postal address, postcode, email address and phone number

We will also collect and hold information about any contact you have with us as a ticket buyer, visitor, donor or supporter of Reach Learning Disability, and may include details of:

- ticket purchases and attendance
- donations including payment details where applicable
- retail purchases
- contact preferences
- gift information, including payment details where applicable
- Gift Aid status
- details of correspondence sent to you, or received from you
- any other information provided by yourself at the request of Reach Learning Disability to process a transaction

When we ask you to provide your personal information we will let you know why we are asking, and how we will use your data.

We will not write to you to promote our fundraising activities or undertake any form of direct marketing without your specific and unambiguous consent.

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*We have created a page on our website to enable you to easily provide or withdraw your consent with regards to fundraising appeals, events, and receipt of fundraising or marketing literature. Please see [www.reachuk.org/opt-in/](http://www.reachuk.org/opt-in/). Alternatively, please contact Julia Sandhu in the Fundraising Team on [Julia.sandhu@reachuk.org](mailto:Julia.sandhu@reachuk.org) or 01636 819066, or write to Julia Sandhu, Reach Learning Disability, Prebend Passage, Southwell, Nottinghamshire, NG25 0JH.*

### Sharing data

We do not share personal data with other charities for fundraising or marketing purposes. Personal data may be shared between Reach and other agencies for the purpose of processing and administering donations and payments and complying with relevant legislation. These include but not exclusively our bank (Barclays; CAF Bank), HMRC, our fundraising database provider (Blackbaud); financial software provider (SAGE); third party fundraising platforms (eg Just Giving; Big Give; Virgin Money). We may also contract with specialist event organisers to help us plan and manage events (currently British Cycling, Perfect Motion). Further information about how we manage personal data collected for events and the agencies we use are made available for a limited time on our website for specific events or can be requested any time by contacting the fundraising team. Privacy notices for all our websites can be found at [www.reachuk.org/about/privacy/](http://www.reachuk.org/about/privacy/)

When someone visits [www.reachuk.org](http://www.reachuk.org) we use Google Analytics to collect statistical data and details of visitor patterns which tell us which parts of our website visitors use most often. None of this information uses, or requires the use, of personal information and is processed in a way that does not identify individuals. We do not make any attempts to find out the identities of individuals visiting our website.

Where we use external websites provided by other organisations such as Twitter, YouTube or Facebook, then we would ask you to consult their privacy policies.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate. If you wish to exercise any of your rights, as listed below please email [Julia.sandhu@reachuk.org](mailto:Julia.sandhu@reachuk.org), or write to: Julia Sandhu, Reach Learning Disability, Prebend Passage, Southwell, NG25 0JH.

- Access to your personal information
- Objection to processing of your personal information

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- Objection to automated decision-making and profiling
- Restriction of processing of your personal information
- Your personal data portability
- Rectification of your personal information
- Erasure of your personal information

If you make a request relating to any of the rights listed above, we will consider each request in accordance with the General Data Protection Regulations. No administration fee will be charged for considering and/or complying with such a request and a response will be provided within 30 days.

### **Security**

The transmission of information via the Internet or email is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of data while you are transmitting it to our site; any such transmission is at your own risk. Once we have received your personal data, we will use strict procedures and security features to try to prevent unauthorised access. We will process, disclose or share your personal data only if required to do so by law or in good faith believe that such action is necessary to comply with legal requirements or legal process served on us or the Website.

Paper records relating to donor and supporter personal data are held in secure, locked cabinets. Data gathered at events is kept secure by staff members - eg signing in sheets are monitored and kept away from public view.

Personal data held electronically are held in secure password protected software and systems.

Only approved staff have access to donor and supporter personal data.

Post and monies received at our offices are processed in accordance with our Financial Procedures and agreed security procedures by staff.

### **Retention period**

Personal data relating to a donation, payment or Gift Aid will be retained for a minimum period of seven years following collection. This enables us to fulfil our obligations as required by law.

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In some cases it is not possible for us to specify in advance the periods for which your personal data will be retained. In such cases, we will determine the period of retention of personal data will be determined based on fulfilment of our legitimate business interests

We may retain your personal data where such retention is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person.

### **Children and Young People**

We will seek parental consent to gather and capture personal data for young people under the age of 16 years.

### **Complaints**

You have the right to lodge a complaint with the Information Commissioners Office (ICO) if you believe your data has been processed in a way that does not comply with data protection. You can do so by calling the ICO helpline on 0303 123 1113 or via their website ([ico.org.uk](http://ico.org.uk)). You can also lodge a complaint with the Fundraising Regulator if you wish to complain about our practices relating to Fundraising. Please see [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk) or telephone 0300 999 3407

This Privacy notice was last updated: November 2020