



In this Privacy Notice, “we”, “us” and “our” refer to Reach Learning Disability. Reach Learning Disability is registered as a Charity, registration number: 1076318. ‘Reach Learning Disability’ includes our five centres (Reach Newark, Reach Mansfield, Reach Southwell (our head office), Flower Pod Southwell 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. Our website Privacy Notice contains more information.

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 General Data Protection Regulations (GDPR) 2018, Data Protection Act 2018, the Privacy and Electronic Communications Regulations (PECR) and Code of Fundraising Practice and other codes of practice and regulations as issued by the Information Commissioners Office (ICO), including the direct marketing code of practice.

Personal Information

We collect personal data that you may provide as part of making a one-off or regular donation or pledge, participating in an event, completing a sponsorship form, subscribing to fundraising literature, or taking part in other fundraising activities. 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.

Personal information we collect may include:

- your full name and title
- 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

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- 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.

Purposes of Data Processing

- We collect personal data that you may provide as part of making a one-off or regular donation or pledge, participating in an event, completing a sponsorship form, 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.

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 and updates as appropriate to your relationship with us
 - Fundraising appeals and requests for support
 - Other relevant communications based upon your relationship with us.

The legal basis for this processing is consent. On occasion we may contact you with information that we believe may be of particular relevance or interest to you eg update on a

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project you have supported. In the latter instance, the legal basis for this processing is our legitimate interests.

To provide or withdraw your consent with regards to fundraising appeals, events, and receipt of fundraising or marketing literature, please visit www.reachuk.org/opt-in/. Alternatively, please contact Julia Sandhu, Fundraising Director at Julia.Sandhu@reachuk.org or on 01636 819066, or write to Julia Sandhu, Reach Learning Disability, Prebend Passage, Southwell, Nottinghamshire, NG25 0JH.

- Where an individual is a representative of a group or organisation and has provided their personal contact details, we will only process their data:
 - for the duration of their time in that role
 - in respect of the relationship between Reach and their organisation/group.

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

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) and approved contractors. We may also contract with specialist event organisers to help us plan and manage events. 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 from our website can be found at www.reachuk.org/about/privacy/.

When someone visits 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.

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Your Rights

We want to make sure that your personal information is accurate and up to date. The UK General Data Protection Regulations (GDPR) provides the following rights for individuals:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling.

If you make a request relating to any of the rights listed above, please contact us using details provided at the end of this document. We will consider each request in accordance with the GDPR. 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.

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

Only approved staff, contractors, or, on occasion, supervised and vetted volunteers, 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.

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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.

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 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 and Other Policies

- If you believe your data has been processed in a way that does not comply with data protection, you have the right to lodge a complaint with the Information Commissioners Office (ICO) by calling the ICO helpline on 0303 123 1113 or at www.ico.org.uk.
- You can also lodge a complaint with the Fundraising Regulator – www.fundraisingregulator.org.uk, telephone 0300 999 3407 or use their Fundraising Preference Service <https://www.fundraisingpreference.org.uk/> to end all contact with us.
- Our Fundraising Complaints Policy & Procedure and our Ethical Fundraising Policy can be found at <https://reachuk.org/about/reports-documents/>.
- We have a Data Protection Policy in place which can be made available upon request.
- Specific privacy notices are produced to provide details of how personal data is processed in relation to specific functions, activities and events.

Contacting us

Julia Sandhu, Fundraising Director Julia.Sandhu@reachuk.org or Laura Carr, Fundraising Officer Laura.Carr@reachuk.org

01636 819066

Reach Learning Disability, Prebend Passage, Southwell, Nottinghamshire, NG25 0JH.

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