## Our Privacy Promise to Reach Supporters

We aim to ensure that the information you share with us is recorded accurately and retained securely. This document explains more about how we do this. "We", "us" and "our" refer to Reach Learning Disability – or 'Reach'. Reach Learning Disability is our registered name and includes activity undertaken by and at Head Office, Reach Southwell, Reach Newark, Reach Mansfield, Flower Pod Southwell, Flower Pod Newark and in the community.

**We collect your data:**

- When you make a donation, attend an event, help with fundraising activities, or request information about fundraising and news at Reach – for example through our 'Keeping in Touch' Form
- To ensure efficient processing and recording of information about communications, donations, and payments
- To ensure our compliance with legislation, and for the establishment, exercise or defence of legal claims.
- To send you promotional or fundraising information by post, telephone or electronic means, according to your stated preferences.

**Personal information we collect may include:**

- Your full name and title, postal address, postcode, email address and phone number, information about any contact you have with us as an event attendee, ticket buyer, visitor, donor or supporter
- Donations or other payment details; Gift Aid status.
- Contact preferences; details of correspondence sent to you or received from you; any other information provided by yourself at our request to process a transaction.

Personal data may be shared between Reach and other agencies or partners for the purpose of processing and administering donations and payments, the efficient and safe running of events, and complying with relevant legislation – eg our banks, software/database providers, third party platforms, event partners. We do not share personal data with other charities for fundraising or marketing purposes. Where our contact with you is through an organisation, eg an employer or community group, we may also keep a record of this connection to ensure effective communications.

Personal data held electronically are held in secure password protected software and systems. Only approved staff, contractors, or volunteers, have access to this personal data. Post and monies received at our offices are processed in line with our Financial Procedures. Paper records relating to supporter data are held in secure, locked cabinets.

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. It is not always 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 based on fulfilment of our legitimate business interests. We may retain your personal data where necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or those of another person.

**Controlling communications:**

Visit www.reachuk.org/opt-in or use our paper 'Keeping in Touch' forms to tell us how you want to hear about Reach's fundraising, or to stop fundraising communications at any time. Alternatively, contact us on 01636 819066, email Julia.sandhu@reachuk.org or write to: Julia Sandhu, Reach Learning Disability, Prebend Passage, Southwell, NG25 0JH. You may ask us to correct or remove information you think is inaccurate.

On our website www.reachuk.org/about/reports-documents you can find Reach's Fundraising Complaints Policy & Procedure; Ethical Fundraising Policy; Data Protection Policy; and our full Privacy Notices.

If you believe your data has been processed in a way that does not comply with data protection regulations, 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 contact the Fundraising Regulator – www.fundraisingregulator.org.uk, telephone 0300 999 3407 or use their Fundraising Preference Service at www.fundraisingpreference.org.uk.