

## **Privacy Policy**

At The Tom Bowdidge Youth Cancer Foundation we are committed to protecting any personal information that we collect about you and being transparent about what we do with it. This policy covers all the methods we use to collect information and covers what we collect, why we collect it and your rights regarding the information we hold for you.

We have written this policy in accordance with the Data Protection Act 1998, the General Data Protection Regulation and any subsequent policies. If you have any queries about it then please contact the Chief Executive Officer at The Tom Bowdidge Youth Cancer Foundation, 9 Firmins Court, West Bergholt, Colchester, Essex, CO6 3BQ, email [nikkibowdidge@tombowdidgefoundation.org](mailto:nikkibowdidge@tombowdidgefoundation.org) or call us on 01206 242287. By using our website, social media or providing your personal data to us you are consenting to our collection and use of the information as set out below.

### **What information do we collect and why?**

We will only collect the information that we need, this may include information to help us operate and improve our services and information.

- We collect information when you give it to us directly, this includes when you use any or all of our support services, communicate with us to enquire about our work or fill out a form on our website e.g. to register for an event, tell your story, register for our newsletter, use our shop or make a donation. We also collect information from people we meet at events.
- We may also receive information about you from third parties, for example through fundraising sites such as Just Giving or Virgin Money Giving, event organisers and through conferences or events you have attended where you have given your consent for your details to be passed on. We only receive this information with your consent, so check their Privacy Policy to understand how they will look after your data
- We sometimes get information about you from your family and friends, for example if they register you for an event
- Before contacting or meeting an individual or organisation we may seek information from publically available sources, e.g. the internet or companies house, so we can make the best use of their time. We may also seek information from publically available sources to demonstrate due diligence on accepting donations as set out by the Charity Commission, Fundraising Regulator and to ensure we are in line with our donation acceptance policy.
- Information we collect as you use our website, including your IP address (the location of the computer on the internet) and cookies. We use [cookies](#) to help us monitor how our website is performing, who is using and how we can improve it. The use of cookies does not give us access to the rest of your computer and you can disable them if you don't want them to be used.
- Depending on your settings or the privacy policies for social media platforms including Facebook or Twitter, you might give us permission to access information from those accounts or services.

### **What information do we collect?**

We collect personal information which includes your name, date of birth, e-mail address, postal address, telephone number, fax number and credit/debit card details. We may also collect

information relating to your health and your interests or hobbies. Non-personal information includes your IP address which helps us to understand how our website is performing, which pages are popular and how we can improve what we offer.

We may ask for sensitive information, including data related to your ethnicity, health, sex, gender and how you identify. This is to ensure we can provide the support and information you request and to ensure our work is reaching the people it needs to reach.

### **Links to third party websites**

Our website contains links to other websites that we think may be of interest to our website users. We cannot be held responsible for the privacy policies for these websites.

### **How do we use this information?**

The type and quantity of information that we ask for and how we use it depends on why you are providing it. We will use your personal information to:

Provide you with the services, products or information that you have asked for

- To keep a record of our contact with you for administrative purposes or legal purposes, let you know about changes to our policies and if we need to respond to complaints or other issues
- To understand how we are performing and how we can improve our services to better support those who need us
- To process transactions, donations and claim Gift Aid
- To send direct marketing, including communications about our campaigns, fundraising and volunteering opportunities. This is only after you have told us that you would like to receive this information and you can change your mind at any time.
- To be able to carry out your wishes in relation to a gift in your will
- If you become a media volunteer and share your story with us, we will never share identifiable details without your permission, but sometimes may use some of your story to secure opportunities.

### **Who do we share your information with?**

We will not sell your details, however may occasionally share your information with carefully chosen third parties who are working on our behalf, including mailing houses who distribute our information materials.

We may also need to share your information if required to do so by law.

### **How do we store and protect your information?**

We are committed to ensuring all personal data we collect is stored securely and have security measures in place to protect the data we collect and store. This includes using secure server software (SSL) to encrypt all financial details collected and ensuring only appropriately trained, authorised staff can access personal or sensitive data. We take every measure to ensure the information you give us is kept secure, accurate and up to date and that you are not contacted for

any other reason than specified. We will only keep your information for as long as we need it and will always dispose of it securely when we do.

Some of our suppliers may run their operations outside the European Economic Area (EEA). Although they may not be subject to the same data protection laws as companies based in the UK, we take steps to make sure they provide an adequate level of protection in accordance with UK data protection law. By submitting your personal information to us you agree to this transfer, storing or processing at a location outside the EEA.

While we will do our best to ensure your data is kept secure, we cannot accept any responsibility for any loss, disruption or damage to your data or your computer system while you are using our website.

### **Your rights**

You have rights over your data and how we use it, this includes:

- The right to ask for a copy of the information we hold about you – please note we may charge £10 to cover the costs involved in sending this
- The right to have inaccurate information changed and for information to be erased or destroyed – we will do this if it is not necessary for the purpose you provided it to us for (e.g. making a donation or registering for an event)
- The right to stop your data being used for direct marketing
- If you would like to exercise these rights then please contact the Chief Executive Officer at The Tom Bowdidge Youth Cancer Foundation, 9 Firmins Court, West Bergholt, Colchester, Essex, CO6 3BQ, email [nikkibowdidge@tombowdidgefoundation.org](mailto:nikkibowdidge@tombowdidgefoundation.org) or call us on 01206 242287.

If personal details change, please do let us know.

### **Changes to this policy**

We may make changes to this policy from time to time and any changes will appear on this page.

### **Questions?**

If you have any questions about this policy or how we use your data, please contact the Chief Executive Officer on 01206 242287 or by email [nikkibowdidge@tombowdidgefoundation.org](mailto:nikkibowdidge@tombowdidgefoundation.org) further information please see the Information Commissioner's Guidance at <https://ico.org.uk/>

### **Date last updated:**

14 April 2018