

Tools for Self Reliance – Privacy Notice

Tools for Self Reliance is committed to protecting and respecting your privacy and to offering individuals real choice and control over how we use their data. This notice sets out the basis on which any personal data¹ we collect from you or that you provide to us, will be treated and processed by us. The General Data Protection Regulation (2018) governs the processing of personal data.

Who we are

Tools for Self Reliance Ringwood Road Netley Marsh Southampton United Kingdom SO40 7GY		
Tel: 023 8086 9697	Web: www.tfsr.org	Email: info@tfsr.org
We are registered as a Charity in England and Wales, and our registration number is 280437		
We are registered as a Company Limited by Guarantee in England and Wales, and our registration number is 01487630		
We are registered as a Data Controller under the Data Protection Act 2018, and our Data Protection Register number is Z6384538		

What information do we collect?

The ways we collect your personal information may include: through donation forms, e-newsletter sign up, registering for events, through online purchases and donations, through email or phone communication, etc.

The personal information we collect may include:

- Title, name, gender and date of birth
- Postal address, email address, telephone / mobile number
- Donation details – including: direct debit details, Gift Aid declarations, on line purchase details, etc.
- Details of correspondence sent to you or received from you
- Non-personal information, such as IP addresses which enable us to monitor how many people visit our website, how popular our pages are, etc.

Why do we collect this information?

In the main, we collect your personal information to enable us to fulfil any requests made by you, to administer donations correctly and to help us to build a positive relationship by ensuring we contact and communicate with you in a way that is personal and relevant to you.

¹ Personal Data – is any information that relates to an identified or identifiable living individual. Different pieces of information, which collected together can lead to the identification of a particular, also constitutes personal data.

What do we do with your information?

Here are some examples of why we collect your personal data:

- **Address information**

We have your address / email address so that, if we have your permission, we can post newsletters, appeals and other information to you. We will also hold your address information on our database so that if you request us to no longer contact you, we can keep a record to ensure we remove you from any mailings in the future.

From January 2018, we will only send mailings, information about our work, etc. if you have specifically agreed to us doing this and will only do so in the ways you have agreed to.

If you were a supporter before **January 2018** and have been receiving communications from us, we will assume that you wish to continue hearing from us. In all communications sent, you will be given a clear option to opt-out of any further communications, or you can contact us directly at: info@tfsr.org or call **023 8086 9697**

- **Gift Aid**

In order to claim Gift Aid on your donations from HMRC, we need to hold records of your name, address, tax status and donation details. Ensuring this information is accurate, ensures that we claim Gift Aid correctly and can increase the value of the donations you give us.

- **Financial audit**

In order to meet financial auditing requirements, we are required to hold information about donations you make. This information also enables us to process donations or other payments and verify financial transactions.

Tools for Self Reliance trustees have a duty of care to ensure that there is no reputational risk to the organisation in accepting a gift or other support. We may therefore need to carry out research, which is necessary to ensure we comply with this duty².

- **Areas of interest**

There may be areas of our work that are of particular interest to you (e.g. projects we are supporting in Africa, sales, fundraising events, events we are attending where you can visit our stand, etc.). If you have given permission for us to hold your address information, we can then keep you updated on these.

How long do we keep your information?

We will keep your information only as for long as we need it to:

- provide you with any information you have requested / require
- to process any ongoing donations (e.g. direct debits)
- to administer your relationship with us – including ensuring that we do not communicate with you when you have withdrawn consent for us to do so
- to comply with the law.

² For more information on this and the circumstances when this might apply, please visit the Charity Commission website and refer to Chapter 2, Tool 6: Know your Donor: <http://www.gov.uk/government/publications/charities-due-diligence-checks-and-monitoring-end-use-of-funds>

Storing your information

Information provided by you is stored securely, on computers / databases in the UK. We may also store information in paper files.

We place a great importance on the security of all personally identifiable information associated with our supporters, and donors. We have security measures in place to attempt to protect against the loss, misuse and alteration of personal data under our control. For example, only authorised personnel can access user information and all paper copies of information are disposed of using a specialised data disposal company.

While we cannot ensure or guarantee that loss, misuse or alteration of data will not occur while it is under our control, we use our best efforts to try to prevent this. Unfortunately, the transmission of data across the internet is not completely secure and whilst we do our best to try to protect the security of your information we cannot ensure or guarantee that loss, misuse or alteration of data will not occur while under our control, we use our very best efforts to try to prevent this.

Telling us your contact preferences

You can make changes at any time by emailing our Head of Fundraising at jemma@tfsr.org or call 023 8086 9697.

Sharing your information

We will never sell or share your information to other organisations to use for their own purposes.

We will only share your information if:

- we are legally obliged to do so – for example, by a law enforcement agency legitimately exercising a power or if compelled by an Order of the Court
- we believe it is necessary to do so to defend or protect our rights, property, our website or the personal safety of our people.
- we are working with suppliers who carry work out on our behalf – for example, providing external IT support to maintain our IT systems. We will only work with trusted suppliers and will have a signed contract with them that requires them to treat your data as carefully as we would, to only use it for the purposes agreed and in accordance with the General Data Protection Regulation (2018).

Your rights

The General Data Protection Regulation (2018) gives you certain rights over your data and how we use it. These include:

- the right in certain circumstances to have inaccurate personal data rectified, blocked, erased or destroyed
- the right to prevent your data being used for direct marketing
- the right of access to a copy of the information we hold about you (known as a Subject Access Request)

To exercise all relevant rights under the General Data Protection Regulation (2018), contact the Data Protection Officer at Tools for Self Reliance, Ringwood Road, Netley Marsh, Southampton, SO40 7GY or by emailing info@tfsr.org.

Changes to our Privacy Notice

We will regularly review of privacy practices and this notice to ensure compliance with the General Data Protection Regulation (2018) and any other relevant legislation. Any changes will be posted on our website and will apply from the time we post them.

This Privacy Notice was updated on Friday 4th May 2018.