

Just Small Change Privacy Policy

At Just Small Change (registered charity number 1154462), we are committed to protecting and respecting your privacy.

This Privacy Policy describes exactly when, how and why we collect personal information, what information we collect, how we use it and how we keep it secure, and the rights you have regarding our collection, processing and storage of your data, including the right to be forgotten.

1. What information we collect, how we collect it and what we use it for :

We may collect or receive personal information about you whenever you interact with us, for example when you:

Give us information directly by:

- donating to us offline and completing a paper donation form
- visiting or contacting us via our website
- subscribing to our mailing list or responding to one of our mailings
- requesting information from us
- contacting us, or becoming involved with us in any other way than as stated above

Give us information indirectly by:

- making an online donation via a fundraising/donation-processing websites such as JustGiving or VirginMoney Giving.

The information we may collect from the above interactions may include, but is not limited to:

- Your name, address, email address, telephone number, and/or mobile number, along with your preferences as to how we should contact you in the future
- Financial information which you give to us, including your gift aid/taxpayer status
- Records of your donation history and correspondence with us
- Other details relevant to your communications with us including your reasons for supporting us
- Bank account details, should you ask us to contact your bank on your behalf to set up a standing order.

Payment information

We do not directly collect and handle payment information such as credit/debit card details. If you make a donation either directly or via a fundraising page, your card details are collected by our third-party payment/donation processors, who specialise in the secure online capture and processing of credit/debit card transactions. They may share your contact details with us but no payment information is shared with us, nor do we have access to it. Please refer to the Privacy Policy's or Statements of these respective organisations for further information.

We will use your personal information in a number of ways, including for the following purposes:

- To provide you with information you have requested
- To administer your donation, including sending a thank you email or letter, and for Gift Aid processing
- Keeping a record of your relationship with us
- To send you further communications from us via email

- To maintain our organisational records and ensure we have your most up-to-date marketing and communications preferences.

Using your data for marketing

We will only use your data for marketing purposes (such as sending you our newsletters) if you have explicitly opted-in to receive such communications from us, and we will only send such information via the channels by which you have consented to receive it.

If you receive a marketing email from us that you haven't asked for please do let us know. You may opt-out of email marketing communications by contacting us.

Sensitive personal data

We do not collect 'sensitive personal data', as defined by data protection regulation, such as health information, race, religious beliefs and political opinions.

Collecting children's data

Whilst we don't routinely collect information from children (under 16s) we appreciate that supporters of all ages may wish to get involved with our work. If you are under 13 and would like to get involved, please ensure that you have consent from a parent or guardian before giving us your personal information. If you are between 13 & 16, under GDPR, you have the right to control your own data and who processes so we will contact you directly. However, we would recommend that you discuss this with your parent/guardian first.

2. Who we share your data with

We will never sell your data to any third party nor will we share your details with other entities for marketing purposes, and you will not receive communications from other charities or organisations as a result of giving your details to us.

We will only share information with other organisations where we have your permission to do so in accordance with this Privacy Policy or where it is necessary for a legitimate reason or where it is required by law or regulation. These "data processors" will only act under our instruction and we will not allow these organisations to use your data for their own purposes and will take care to ensure that they keep your data secure.

Examples of situations where we may share your details without your consent are as follows:

- When claiming Gift Aid on any eligible donation you have made, or for a Gift Aid audit, we are required to provide to HMRC the name and address of any individual on whose donation we have claimed or are claiming Gift Aid.

3. How we store your data and keep it safe

Just Small Change is committed to keeping your personal information safe and secure and we will always try to take appropriate precautions to protect against unauthorised access to, loss, misuse or unauthorised disclosure of your information.

We always ensure that only authorised personnel (for example Trustees or working volunteers) have access to your information and that any place where personal data is stored is protected via a secure password or log-in, or, in the case of physical records, held in a secure location.

Your data may be stored in the following places, depending on how and where you have provided it:

- our database, which is password protected and kept on our hard drive
- our accounting system
- our email folders, also password protected and managed by btinternet.com
- our paper records and files which are kept in a locked cabinet and accessed only by the trustees

4. How long we keep your information for

We will hold your personal information on our systems for as long as is necessary for the relevant activity. If you ask us to stop sending you marketing communications, we will keep a record of your contact details and appropriate information to enable us to comply with your request not to be contacted by us.

5. Your rights to your data

Data protection legislation gives you the following rights in relation to your personal data:

- To object to, restrict or withdraw consent from us processing your personal data
- Access to, rectification of and deletion of the personal data we hold on you

If you wish to exercise any of your rights, please write to us at Just Small Change, 38 Orchard Way , Stratford upon Avon, CV37 9QE or email us at info@justsmallchange.org.uk

If at any time you'd like us to change the way we contact you, please write to us at Just Small Change 38 Orchard Way , Stratford upon Avon, CV37 9QE or email us at info@justsmallchange.org.uk

6. Changes to this policy

This Privacy Policy may change from time to time. If we make any significant or material changes to this policy, we will publicise these changes clearly on our website.

Should you have any queries about this Privacy Policy, please contact us at info@justsmallchange.org.uk.

7. Complaints

If at any time you are not happy with the way we have handled your personal data, please do contact us. If you do not feel we have been able to satisfactorily resolve your complaint you can report your concern to the Information Commissioner's Office (ICO) by visiting their website at ico.org.uk/concerns/.

This policy was last updated in June 2018.