



Coachman's Cottage
Horsham Road
South Holmwood
Surrey
RH5 4LZ

E: info@CityofJoyAidUK.org
W: www.CityofJoyAidUK.org

Privacy Policy

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is City of Joy Aid, UK, registered address: Coachman's Cottage, Horsham Road, South Holmwood, Surrey, RH5 4LZ.

About this document

We are very careful with your information. If you are a donor or potential donor to City of Joy Aid, UK, this privacy policy sets out the way we process and use your personal data. It also details your rights.

How we collect your information

We may collect your personal data in a few limited ways:

- Directly from you, when you make a donation, commit to a regular donation via standing order, sponsor a child, or when you make enquiries through our website, or interact with us during your time as a donor;
- From someone else who has made a donation or committed to a regular donation on your behalf (for example a family member who has provided us with your contact details for that purpose);
- From the Virgin Money Giving, Just Text Giving or PayPal (for example, where you make a donation to the charity using one of these providers and give consent for the provider to pass on these details).

The information we collect

We may collect the following personal data about you:

- Contact and communications information, (including email address(es), telephone numbers and postal address(es), and records of interactions we have had with you);
- Financial information you have provided, including bank details.

How we use personal data

Personal data provided to us will be used for the purposes set out at the time of collection and, where relevant, in accordance with any preferences you express.

More generally, we will use your personal data for the following purposes:

- Administration of your donation or standing order, including:
 - taking payment of your donation;
 - informing you about how your donation has been used;
- Administration of your child sponsorship, including:
 - taking payment of your donation;
 - providing you with information about the child's background;
 - updating you on the child's progress;
- Telling you about any of our activities that we think may be of interest to you;
- Storing your details on the software platform we use for our donor management database / accounting and gift aid system;
- Communicating with you about City of Joy Aid, UK and the NGOs we support where we think this will be of interest to you;
- Where this is necessary for our legitimate interests (or the legitimate interests of a third party such as the Charity Commission or our accountants), and/or where we have your consent, as applicable.

Your preferences

We will always respect your wishes with regard to the communications you want to receive and how you want to receive them.

You can update your choices and/or your contact details by contacting us at:

Email: info@cityofjoyaiduk.org

Post: City of Joy Aid, UK, Coachman's Cottage, Horsham Road, South Holmwood, Surrey, RH5 4LZ

Sharing your information with others

We will never sell your personal data to other organisations.

Personal data collected and processed by us may, where necessary, be shared with the following:

- Our trustees, for the purposes of administering your donation or sponsorship.
- Our contractors and suppliers, including any provider of donor management service, for example Virgin Money Giving, Just Text Giving or Paypal.

- The NGOs we support.

How long your information is kept

We keep your personal data only for as long as necessary. For most donor data, this means we retain it for so long as you are a current donor and for a period of six years after your last interaction with us (for accounting, tax reporting and record-keeping purposes).

Your rights

Under certain circumstances, by law you have the right to:

- Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- Request correction of the personal data that we hold about you.
- Request erasure of your personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).
- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal data in order to communicate with you about City of Joy Aid, UK.
- Request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it. You can also withdraw your consent, where this is the basis for our processing your data (without affecting the lawfulness of our previous processing based on consent).
- Request the transfer of your personal data to another party.

Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply.

Contact and complaints

If you have any queries about this privacy policy or how we process your personal data, or if you wish to exercise any of your legal rights, you may contact Kathryn Spink (Managing Trustee):

- by email: info@cityofjoyaiduk.org;
- or by post: City of Joy Aid, UK, Coachman's Cottage, Horsham Road, South Holmwood, Surrey, RH5 4LZ.

If you are not satisfied with how we are processing your personal data, you can make a complaint to

the Information Commissioner. You can find out more about your rights under applicable data protection laws from the Information Commissioner's Office website: www.ico.org.uk.

Last Updated: 19th June 2018