 **BCWA PRIVACY POLICY: Donors and Members**

**REVIEWED: APRIL 2024**

**REVIEW DUE: APRIL 2025**

**Purpose and scope**

This privacy policy explains our approach to any personal information that we might collect from you and basis upon which we process that information. It also sets out your rights in respect of our processing of your personal information, and how you can request that we delete, update, transfer it and/or provide you with access to it.

Please also note that this Privacy Policy only applies to the use of your personal information obtained by us, it does not apply to your personal information collected during your communications with third parties.

**Policy Statement**

BCWA is committed to respecting and keeping safe any personal information we hold on you as a valued service user, employee, prospective employee or supporter of our work; and to being transparent in how we process it. We believe safety extends to the protection and safeguarding of all personal information i.e. information that can be used to identify you, as lives can depend on its security. BCWA operates in compliance with the UK General Data Protection Regulation.

We reserve the right to make changes to this Privacy Policy. Each time you visit this site you should check this Privacy Policy to check that no changes have been made to any sections that are important to you.

Bromley & Croydon Women’s Aid is registered as a Data Controller, number Z2075208. Bromley & Croydon Women’s Aid is a charity registered in England & Wales, charity number 1068007 and a company limited by guarantee, number 03320296.

**How to Contact Us**

If you have any questions about this Privacy Policy or want to exercise your rights set out here, please contact us by:

* **Sending an email to**[info@bcwa.org.uk](mailto:info@bcwa.org.uk)
* **Calling us on 020 8313 9303**
* **Writing to us at BCWA, PO Box 714159, London SE20 9BW**

**What personal information do we collect about you?**

**Basic information** – your name (including prefix or title); attendance to BCWA events and webinars;

**Contact information** – information you provide to us that allows us to contact you, e.g. your personal or business email, mailing address, telephone number, and profile on a social media platform;

**Financial information** – the monetary donation made to BCWA, including your Gift Aid status;

**Technical and network activity information** – information about your device and your usage of our websites, apps and systems, including your IP address, device ID, hardware model and version, mobile network information, operating system and other online identifiers, type of browser, browsing history, search history, access time, pages viewed, URLs clicked on, forms submitted, and physical location;

You can also choose not to give us the other types of personal information when we ask you for them. If you decide not to give us your personal information, we may not be able to assess or consider your application.

**How do we collect your personal information?**

Directly from you when you contact BCWA.

We may also receive your personal information indirectly from third parties, including:

* Fundraising platforms such as JustGiving, Big Give, Easyfundraising, Give as you Live;
* Social media fundraiser events, such as Facebook;
* When you subscribe to BCWA’s newsletter and events notification via a marketing platform such as Mailchimp;
* When you sign up to a BCWA webinar through a ticketing application such as Ticket Tailor.

**How do we use your personal information?**

We will use your personal information to manage our relationship with you. This will include inviting you to events and webinars, and keep you up to date with news from the charity.

In addition, you personal information will allow us to perform record keeping on donations received by the charity.

Additionally, we may use your personal information:

* To follow applicable laws and regulations;
* To respond to requests from competent public authorities;
* To tell you about changes to our terms, conditions and policies.

**Our legal bases to process your personal information.**

We process your personal information when one of the following applies:

* To follow the law, for example, in financial record keeping;
* Our legitimate interests, in creating and maintaining a donor/member database and to receive communications from BCWA (which you can opt out from);
* Circumstances where you have specifically given us your consent;
  + Where you have provided your consent, placing cookies on your device to find out how you use our websites so we can personalise what you see by tailoring content and notifications to the things you are interested in;
* Public task – where you have signed up to attend a BCWA webinar.

**Sharing your information**

The information you share with us is strictly confidential and we will not share it with other organisations or agencies, unless you have consented for us to do so.

There are exceptions to this, which include:

* Where there is another legal reason or requirement to disclose your personal information (e.g. if a court order has been issued), or if we believe in good faith that such action is required by law.

We do not share information with third parties for marketing purposes and do not buy or sell personal information.

**How We Use Cookies**

A cookie is a small text file on your internet browser and hard drive that uniquely identifies your browser. We only use cookies on our website for technical reasons and not to collect users’ personal information.

By continuing to use our site, you agree to our use of cookies – but these cookie files and IP addresses will never be used to identify you as an individual. For more information on cookie files and IP addresses please contact us.

**How we store your personal information?**

BCWA believes the security of your personal data is of the utmost importance and we take this duty very seriously.

We make every effort to keep your data secure, and have implemented appropriate physical, technical and organisational measures to protect the personal information that we have under our control from:

* Unauthorised access
* Improper use or disclosure
* Unauthorised modification; and
* Unlawful destruction or accidental loss.

We store all the information we hold on bespoke, secure databases, all of which are UK-based.

**Retaining Your Data**

BCWA will retain your personal data for a reasonable amount of time appropriate to the relevant activity. This will vary depending on your interaction with us i.e. if you are a service user, volunteer or donor. For specific details of the different retention periods, please get in touch using the contact details provided above.

**Your Data, Your Rights**

You are in control of the personal data BCWA hold and process. See the section on your rights below.

BCWA is committed to ensure we always have a legal basis to hold and process personal data, as required by UK General Data Protection Regulation.

Under current UK data protection law you, as an individual, have certain rights with regard to the personal information organisations hold on you and how to access it.

**Your right of access:**

If you ask us, we’ll confirm whether we are processing your personal information and, if so, provide you with a copy of that personal information.

**Your right to rectification:**  
If the personal information we hold about you is inaccurate or incomplete, you’re entitled to have it rectified.

**Your right to erasure:**  
You can ask us to delete or remove your personal information in some circumstances such as where we no longer need it or if you withdraw your consent (where applicable).

**Your right to restrict processing:**  
You can ask us to ‘block’ or suppress the processing of your personal information in certain circumstances such as where you contest the accuracy of that personal information or you object to us processing it.

**Your right to data portability:**  
You have the right, in certain circumstances, to obtain personal information you’ve provided us with (in a structured, commonly used and machine readable format) and to reuse it elsewhere or to ask us to transfer this to a third party of your choice.

**Your right to object:**  
You can ask us to stop processing your personal information, and we will do so, if we are relying on our own or someone else’s legitimate interests to process your personal information, except if we can demonstrate compelling legal grounds for the processing if necessary.

**Your rights in relation to automated decision-making and profiling:**

You have the right not to be subject to a decision when it’s based on automatic processing, including profiling, if it produces a legal effect or similarly significantly affects you. BCWA does not apply ‘automated decisions’ to personal data in our operations.

**Your right to withdraw consent:**  
If we rely on your consent as our legal basis for processing your personal information, you have the right to withdraw that consent at any time.

To exercise any of these rights, obtain more information about our Privacy Policy or to make a complaint, please contact us on [info@bcwa.org.uk](mailto:info@bcwa.org.uk) or call 020 8313 9303.

You can also make a complaint to the data protection supervisory authority, the Information Commissioner’s Office at [www.ico.org.uk](http://www.ico.org.uk/).