

Our Privacy Notice

Date of adoption

18 May 2018

Your ongoing support is invaluable to us, as without it, we cannot continue to help the disadvantaged children we look after through our charity partners in India and the UK. This privacy notice sets out our commitment to looking after any personal information that you share with us.

About the General Data Protection Regulations (GDPR)

GDPR affects how every organisation, including our charity, can communicate with you. It gives you more control over who can contact you and what they do with your data.

You have the following personal data rights:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure (some records must be retained for a certain time period)
- The right to restrict processing
- The right to data portability
- The right to object

Further details of these rights can be seen at the [Information Commissioner's website](#)

Child Action Ltd is registered as a data controller with the Information Commissioner's Office, registration number [Z2516462](#). Our trustee, Seema Sharma, oversees compliance with data protection legislation.

How do we collect information about you?

We collect personal information (or 'data') from those who directly interact with us: supporters, donors, fundraisers, event attendees, volunteers, ambassadors, partners, trustees, staff and suppliers. This interaction may be by telephone, in person, by email, as a visitor to our website or via our social media channels. You can opt out of receiving communications from us at any time.

What information do we collect about you?

We collect the minimum personal information we need, limited, where relevant, to your:

- Name
- Age/date of birth
- Gender
- Contact number(s)
- Email address(es)
- Postal address
- Contact preferences

We also collect:

- Information for internal 'market analysis'
- Records of fundraising events you've attended / campaigns you've supported
- Gift Aid Forms for compliance with HMRC regulations
- Records of your contact with us – whether a query, compliment, or complaint.

How we will use your information

We will only obtain and use this information, where relevant, to:

- Raise further awareness of Child Action and our partner charities
- Help raise further funds for our beneficiaries
- Learn how best to contact you (and what about)
- Keep a record of your support
- Progress applications (employment, volunteering, donations) or any other enquiries
- Learn how to improve our charitable work

Retention periods

We will keep your data for personal information for:

- As long as you are an active donor, or fundraiser – and only for as long as necessary after your last interaction with us.
- Up to six years in relation to Gift Aid (in compliance with HMRC regulations)
- Up to seven years if you work for or volunteer with us
- As long as is necessary in relation to beneficiary children you interact with
- As long as necessary if you have pledged a Legacy to us.

Updating/accessing your records

If you would like to update/correct/ access the information we have about you, please write to Child Action Ltd, 54 Micheldever Road, Lee, London SE12 8LU.

Questions and concerns

If you are ever unsure or unhappy about any aspect of your interactions with us, please let us know as soon as possible. We take concerns very seriously and we regularly monitor and act on feedback from supporters.

Complaints

In the unlikely event that you are unhappy with our response you have the right to contact the Information Commissioner's Office (ICO) on 0303 123 1113, or using their [online chat facility](#). You can also visit their website for information on [how to make a data protection complaint](#).

Changes to our privacy policy

We regularly review our privacy policy and any updates will be sent to you.

Date of Review

This policy is to be reviewed on 18/5/2020.