

Privacy Statement for Aspens' Donors and Fundraisers

Your charitable gifts and support make a very significant contribution to helping us achieve our charitable objectives – to support children, young people and adults with a range of disabilities, those on the autism spectrum, and/or those with complex needs. We aspire to enable people to learn new skills, live life to the full and contribute to society however possible.

For fundraising, we collect, consider and use your and other individuals' personal information:

- To reach people we believe would like to support our work.
- To help us ask for support in a way that you will feel comfortable with and consider appropriate.
- To avoid wasting charitable funds on making inappropriate and unwelcome requests for support.
- We promise to respect information about you, and keep it safe.

What Personal Data do we hold?

Personal Data is any information relating to an identifiable person (you) who can be directly or indirectly identified by using this information. We currently hold the following Personal Data about you;

- Your name
- Your contact details
- Your date of birth
- Your bank or credit card details
- Details to enable us to claim Gift Aid
- Permission to contact you in the future, including your preferences about how you would like to be contacted

We may also ask for:

- Information relating to your health (if, for example, you are taking part in a sports event to raise money for us)
- Information on what motivates you to support Aspens

Where did we get your Personal Data from?

We may receive information about you when:

- You get in touch with us directly, for example to take part in a fundraising event, make a donation or communicate with us for another reason.
- Your information is passed on to us, with your permission, by an independent fundraising organisation; for example, if you raise money for Aspens by running in the Virgin Money London Marathon or donate to us through the Just Giving website.

From other sources

Aspens

- We combine information you provide to us with information available from other sources. This, for example, enables us to contact you in the event that you change your address or phone number, or gain a better understanding of your interests.
- The information we receive from other organisations may depend on the permissions you have given them, so you should regularly check these.
- This information comes from the following sources:
- Third party organisations — You may have provided permission for an organisation to share your information with third parties, including charities. This could be when you buy a product or service or register with them
- Social Media — Depending on your settings on services like Facebook, WhatsApp or Twitter, or their privacy policies, you might give us permission to access information from those services.
- Public information — This might be from a wide variety of sources such as newspapers and magazines, the internet, Companies House, etc.

What do we do with your Personal Data?

- To record your contact preferences
- To contact you, in line with your preferences, to ask for support and to give you progress reports about our discoveries
- To administer your donation or support, including processing Gift Aid
- To carry out legacy administration and to communicate effectively with the families of people who have left us a gift in their Will
- To keep a record of your relationship with us
- To improve our fundraising and communications methods
- To reduce fraud and detect credit risk
- Building profiles of supporters and planning communications

We analyse information about our supporters for the following reasons:


- To ensure our communications are relevant and appropriate to the people we send them to and more closely match donors' interests
- To use our resources efficiently and not waste money
- To identify donors who may be able and willing to give more support (for this we use, for example, publicly available demographic information, listed directorships, etc.)

Direct Marketing

Our marketing literature has clear opportunities for you to tell us your preferences about being contacted in the future, or not being contacted at all. If it's easier for you, please call us on 01892 820 348 to let us know your preferences or update them.

If we run an event in partnership with another specific organisation your details may need to be shared; in these instances we will be very clear what will happen to your information when you register.

Sharing your story



Some people choose to tell us about their experiences to help further our work, for example by using their story when we make an appeal.

This may involve sharing sensitive information related to their health, family life and biographical and contact information.

We will ask for explicit and informed consent from these supporters (or a parent or guardian if they are under 18) and not use the material publicly unless we have their permission.

What we don't do with your Personal Data

Aspens do not use sell your information to any third party organisations.

Aspens do not transfer your information outside of the European Union.

What are your Personal Data rights?

If, at any point, you believe the Personal Data we hold on you is incorrect, you want us to correct or delete that information, or you no longer want us to hold that information or contact you, you can exercise your rights under the current Data Protection Laws. These rights include;

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling.

Please note, these rights are not absolute and we may not be able to delete information that is required to maintain our business purpose or to comply with relevant legislation.

You also have the right to access any information we hold about you. Please contact our Data Protection Officer who will complete this process with you.

For more information regarding your Personal Data Rights, please visit the Information Commissioner's Office website: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>


Who do you contact if you have an issue with the Personal Data that we hold?

Natalie Spangenberg is the Data Protection Officer for Aspens Charities Ltd. She can be contacted on the details below. All contact will be treated as confidential.

01424 773366 ext. 112

Natalie.spangenberg@aspens.org.uk

How do you make a complaint about how your Personal Data is being held or processed?



Please contact our Data Protection Officer in the first instance. They will investigate ensuring that due process is followed as set out in our Complaints Policy and Procedures.

If you are not satisfied with the response or believe we are processing your data not in accordance with the law, you can complain directly to the Information Commissioner's Office on 0303 1231113 or follow the instructions on their website; <https://ico.org.uk/concerns/>