



Live Fear
Free Helpline

Providing confidential support
and information on domestic
abuse, sexual violence and
violence against women in Wales

0808 80 10 800

Llinell Gymorth
Byw Heb Ofn

Darparu gwybodaeth a chefnogaeth
cyfrinachol ynghylch trais domestig,
trais rhywiol a thrais yn erbyn merched
yng Nghymru



Welsh Women's Aid Fundraising Privacy Notice

This Privacy Notice explains how Welsh Women's Aid will use your personal information, who it will be shared with, and why.

1.1 What information do we collect?

Supporters: including fundraisers, donors and other interested parties

We will only hold personal information that you have provided to us voluntarily. Depending on the platform used for data gathering, this could include:

- Name
- Date of birth
- Gender
- Email address
- Postal address
- Telephone number
- Credit/debit card details (if you are making a purchase or donation)
- Next of kin contact details if participating in a challenge event
- Employer details, as well as other information you may provide in any communications between us

This may include sensitive data that you may have provided to us however, we will only keep this data if it is relevant and will help to ensure that our future communications with you are appropriately, respectfully and sensitively handled in line with our Fundraising Policy.

We also keep relevant records relating to donations that may have been refused or returned, also in line with our Fundraising Policy.

We keep images for marketing purposes that have been provided to us with an individual's consent for use.

Trusts and Foundations and Corporate Organisations:

We may undertake research on individuals linked to trusts, foundations, and corporate organisations in order to build relationships, target fundraising asks appropriately, and maximise support for Welsh Women's Aid. It may involve gathering and analysing biographical, financial, corporate and philanthropic information using publicly available information sources only.

Pendragon House, Caxton Place | Pentwyn, Cardiff | CF23 8XE
Tel: 02920 541551
info@welshwomensaid.org.uk | www.welshwomensaid.org.uk

Registered Charity Number: 1140962



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1.2 How do we collect data ?

We collect information about you when you sign up to become an Individual Supporter, make a donation or grant, sign up for a challenge, fundraising or other event, or request to be placed on our mailing list. This could be in person, via email, via our website or via third parties such as JustGiving, Virgin Money Giving, Everyday Hero, Charities Aid Foundation or other partners or suppliers working on our behalf. We also collect information when you voluntarily complete surveys and provide feedback. Website usage is also collected with your consent by using cookies.

1.3 Why do we collect information about you?

We collect information in order to:

- process your donations or other payments, to claim Gift Aid on your donations and verify any financial transactions
- provide the services, goods or other information/materials that you have requested
- contact you with important information about your donation, an event or services or goods you have requested
- comply with the Charities (Protection and Social Investment) Act 2016 and follow the recommendations of the official regulator of charities, the Charity Commission, which require us to identify and verify the identity of supporters who make major gifts so we can assess any risks associated with accepting their donations.
- keep an up to date record of your relationship with us and ensure that you receive appropriate communications from us about charity events or activities.

1.4 Legal basis for using your information

Our reasons for processing your information include:

- Consent: you have given clear consent for your personal data to be processed for a specific purpose e.g. you have made a donation or you have chosen to engage with us and are interested in hearing about the work that we do.
- Contract: you've entered into a contract with us e.g. you've signed up for an event or are planning to enter a contract.
- Legal obligation: the processing is necessary for us to comply with the law (not including contractual obligations).
- Legitimate interests: the processing is necessary for our legitimate interests e.g. to help us to achieve our charitable aims and objectives, or the legitimate interests of a third party, unless there is a good reason to protect the individual's personal data which overrides those legitimate interests. Whenever we use the 'legitimate interest' lawful basis for processing, we make sure that we take into account your rights and interests and will not process your personal information if we feel that there is an imbalance.

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**Cymorth i Ferched Cymru
Welsh Women's Aid**

Rhoi Merched a Phlant yn Gyntaf
Putting Women & Children First

For a full breakdown of the different types of information we collect and the lawful basis for processing please speak to the Data Protection team by emailing dataprotection@welshwomensaid.org.uk.

1.5 What do we do with your information?

Your electronic information is held within Welsh Women's Aid's secure Customer Relationship Management cloud-based database or in some cases may be stored on Microsoft SharePoint or local machines, and remains confidential.

Welsh Women's Aid is certified under the Cyber Essentials scheme, for more information please visit <https://www.cyberessentials.ncsc.gov.uk/> or contact DataProtection@welshwomensaid.org.uk.

We will only contact you about our work and how you can support Welsh Women's Aid by phone, post, email or text message, in line with your specified communication preferences – how you've told us you would like to be contacted.

If you have not provided consent information, we may send you information about our work and how you can support us by mail under legitimate interests.

You can let us know if you would like to change any method of contact or to stop receiving communications from us by emailing fundraising@welshwomensaid.org.uk, by clicking the unsubscribe link at the bottom of the relevant communication, or by telephoning 02920 541551. You can also choose to stop receiving emails, telephone calls, addressed post and/or text messages from a selected charity or charities by contacting The **Fundraising Preference Service** (<https://public.fundraisingpreference.org.uk/>)

1.6 Who do we share your information with?

The personal information we collect will mainly be used by Welsh Women's Aid staff and volunteers. We will never sell or share your personal information with organisations so that they can contact you for any marketing activities. It is possible that we may share your information with trusted third-party partners and suppliers who work with us on or on our behalf to deliver our services. Third parties may include external professional fundraising organisations with whom we have a contracted agreement. Processing of this information is always carried out under our instruction and we make sure that they store the data securely, delete it when they no longer need it and never use it for any other purposes. We will enter into contracts with these service providers that require them to comply with Data Protection Laws and ensure that they have appropriate controls in place to secure your information.

1.7 How long will we keep your information?

We will not keep your personal information for longer than is necessary for the purposes for which we collect it, unless we believe that the law or other regulation requires us to preserve it. For example, we are

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required to keep financial information, this will be for 6 years after the end of the accounting period following your last donation to us.

If the information we hold about you is not linked to a donation or event, the data to be kept for no more than 5 years and then destroyed if we have not had communications with you in the previous 2 year period.

When it is no longer necessary to retain your data, we will delete the personal information that we hold about you from our systems.

1.8 What are your rights ?

You have the right to:

1. Ask to see information about you that is held by Welsh Women's Aid
2. Have information about you changed if it is not correct
3. Ask to have the information we hold about you erased
4. Limit the way we use your data
5. Question decisions made about you by a computer
6. Submit a complaint.

To exercise any of these rights please contact fundraising@welshwomensaid.org.uk

If you are unhappy with the way your request is handled or disagree with a decision made by Welsh Women's Aid regarding your data you can submit a complaint. In these circumstances you can contact the Data Protection Team and request a review of the decision by emailing dataprotection@welshwomensaid.org.uk.

If you are not satisfied with any outcome from the data protection team you may wish to apply to the Information Commissioners Office at:

The Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 (local rate)

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