

Flicka Foundation Horse and Donkey Sanctuary

Privacy Notice for Donors and Adopters: how we collect and use your information

1. Introduction

This document gives you information about:

- The types of information that we collect about you
- How we collect and use it
- Who we might share it with
- The steps we'll take to make sure it stays private and secure
- Your rights to your information

We have produced this statement in the context of the General Data Protection Regulation (GDPR) which comes into effect on 25 May 2018 and applies to all organisations, including us.

2. Who we are

When we say “we”, we mean Flicka Foundation Horse and Donkey Sanctuary. We are the “data controller” for the information referred to in this statement. This means we are responsible for deciding how we can use your information within the context of the GDPR.

3. The information we collect

We collect information about you in the following ways:

- Directly from you (for example if you are a donor or adopter)
- From another person on your behalf (eg if someone makes an adoption on your behalf)

We will only collect your information in line with relevant regulations and law. We will only collect the information that we need in relation to the operation of the Flicka Foundation.

You are responsible for ensuring that the information that you give us is accurate and up to date.

4. How we will use your information

We will use the information that you provide in the way indicated below, using the legal basis listed:

- **Donors:** We will provide you with further news about the activities of the Flicka Foundation, specifically through newsletters. We will also ask whether you are able and willing to sign up to gift aid on your donation and any subsequent donations. We will send you newsletters and other communications about our activities because you have shown a strong interest in the charity in making a donation and, if you have provided us with an address, we think that you may well expect to receive further information from us (ie we are using the lawful basis of “legitimate interests” under GDPR 2018).
- **Adopters (where you are paying):** We will provide you with the adoption pack and further news about the activities of the Flicka Foundation via our newsletters. We will do this because it is what we said we would provide when you paid for the adoption (ie, we are using the lawful basis of “contract” under GDPR 2018).

- **Adopters (where someone else is paying):** Where someone else has paid for the adoption for you, our contract is with the person who is paying. We will use your address, as provided by the payer, to send you your adoption pack and further news about the activities of the Flicka Foundation via our newsletters. We will do this using the lawful basis of “legitimate interests” under GDPR 2018.

5. Who we will share your information with

We never share any personal information about our donors, supporters and adopters with any other charity or commercial operation.

The only time that we will share your information is with HMRC in relation to any gift aid which you have agreed to give.

6. How long we will keep your information

We will keep your information as long as you continue to have a relationship with us, as indicated below. In both cases, you have a right to ask, at any time, for your information to be erased or amended – please see section 8 below.

- **Donors:** We will keep your information for up to two years after your most recent donation, so that we can send you further information about the activities of Flicka.
- **Adopters:** We will keep your information for as long as you continue with the adoption. Once the adoption period has finished, we will keep your information for no longer than six months while we check that you do not intend to renew the adoption.
- **Both:** If you have agreed to gift aid, we are required by HMRC to keep your Gift Aid declaration for six years.

7. Security

We ensure that your information is held securely, whether in digital or paper form. Access to any personal information which we hold is restricting to a small number of employees and trustees who have a legitimate business reason for accessing and processing the information. We use both physical and electronic means of security (locks, passwords etc) to ensure that the places where we collect, store, access and process the information are secure. We do not transfer or store any personal information outside the European Economic Area (which is where the GDPR applies).

8. Your rights

You have the following rights relating to your information:

- The right to see what information we hold about you
- The right to ask us to update incorrect or incomplete details
- The right to ask us to share your information with someone else
- The right to ask us to delete your information
- The right to restrict or object to our use of your information
- The right to make a complaint.

In each case, we will respond to your request within a month. To exercise any of these rights, please write to Flicka at Penty Noweth Farm, Trenoweth Lane, Mabe Burnthouse, Penryn, Cornwall, TR10 9JB, email to info@flickafoundation.org.uk or phone 01326 373601.