



**SAFE RESCUE
FOR DOGS**

Safe Rescue Privacy Statement

Registered Charity No: **1179370**

General

Safe Rescue for Dogs respects your privacy and understands the importance of keeping your personal information safe. This Privacy Statement applies to all personal information we collect or process about you; it sets out how and why we obtain and use your personal information, as well as how we protect it.

This Privacy Statement give details of how we use, process and store most personal information. However, it does not provide exhaustive details of all aspects of Safe Rescue's use of personal information e.g. members of staff, applicants for jobs with us, or participants enrolling in specific events. This additional information or explanation can be provided if you contact us. We may update this notice from time to time without notifying you, so please check it regularly. If we make any significant changes, we will notify individuals affected.

Your Privacy Rights

- **Right of Access** - You have the right to know what information we hold about you and to ask to see your records. We will supply any information you ask for that we hold about you as soon as possible, but this may take up to 30 days (or potentially longer if it is a complex request). We may charge you for complex requests and you will be asked for proof of identity.
- **Right to be informed** - You have the right to be informed about how your personal data is being/will be used. This notice, as well as any additional information or notice that is provided to you either at the time you gave us your details or otherwise, is intended to provide you with this information.
- **Right to restrict processing** - In certain situations, you have the right to ask for processing of your personal data to be restricted because there is some disagreement about its accuracy or legitimate usage.
- **Right to withdraw consent** - Where we process your data on the basis of your consent, you can withdraw that consent at any time.
- **Right to object** - You also have a right to object to us processing data where we are relying on it being within our legitimate interests to do so.
- **Right to erasure** - In some cases, you have the right to be forgotten (i.e. to have your personal data deleted from our database), also known as the right of erasure. Please note that there may be cases where we cannot delete all the data we hold about you, for example where we are processing it for legal purposes, or where we hold records in connection with adopted dogs for which we provide life-time rescue back-up services.
- **Right of rectification** - If you believe our records are inaccurate you have the right to ask for those records concerning you to be updated. To update your records please get in touch with us.
- **Right to data portability** - You have the right to request your data is provided (to you or anyone else that you choose) in a format that you can understand and that someone else can import automatically.

How and when we collect information about you

We may collect personal information from you when you interact with us directly or indirectly through third parties with whom we work.

Instances when we collect personal data from you directly include, but are not limited to, when you:

- apply to adopt a dog;
- apply to foster for us;
- request information from us;
- subscribe to receive updates, publications or newsletters;
- offer to volunteer, fundraise or help with an event for us;
- apply for a job with us;

- make a complaint.

Instances when we will collect personal information from you indirectly include, but are not limited to, when:

- you fundraise for us through platforms such as JustGiving or Virgin Money Giving;
- you access and engage with our social media platforms such as Facebook, WhatsApp, LinkedIn, Twitter or Instagram depending on your settings or the privacy policies of those social media and messaging services;
- you visit our website, and we may gather information through the use of cookies. Cookies enable us to measure, and improve, the functionality of our website.

How Long we Keep your information

We will only store your information for a specified amount of time. The length of time that data will be kept may depend on the reasons for which we are processing the data, and on the law or regulations that may apply to the information. Where legacies are concerned, we may keep data you provide to us indefinitely to carry out legacy administration. Once the retention period has expired, the information will be confidentially disposed of or permanently deleted. When we anonymise or delete your data, we will ensure that it is no longer identifiable to you.

How we Keep your Personal Information Safe

We will use appropriate technical measures to ensure that we keep your information secure, accurate and up-to-date. For example, our online forms are encrypted. Only individuals who are trained to handle data securely and who have a need to access your information will be granted access. Information is stored on a secure server and is password protected to prevent your personal data from being altered, disclosed, lost or accessed in an unauthorised way.

Despite all precautions and appropriate security measures, the internet is not a 100% secure means by which to transmit information. We do our best to protect personal information but Safe Rescue cannot guarantee the security of personal data that you share with us online and as such, any information you disclose is at your own risk.

Processing Personal Information

The law allows us to process personal information where we have legal grounds to do so. Here are the reasons why we may need to collect and use your data:

- you have given consent for us to use your information in a certain way – for example, using your image for publicity purposes;
- where processing is necessary for the performance of a contract with you – for example, we will need to process your name, address and other details in order to consider an application to adopt/foster one of our animals, to carry out a home-check, to rehome an animal to you, or to consider an application to foster, volunteer or work with us;
- where the processing is necessary to provide information to HMRC for tax purposes or to the police.

Personal information may be legally collected if it is for a legitimate interest of the organisation using the information, as long as its use is fair and does not adversely impact the rights of the individual concerned. When we use your personal information, we will always consider if it is fair and balanced to do so and if it is within your reasonable expectations. We may use personal data to:

- make supporters aware of our work and the need for funds to support our work;
- check microchip details of animals that come into our care;
- deal with complaints;
- seek professional advice connected with administering and governing the charity;
- manage our operations (e.g. receiving information about job applications, volunteer posts or events, and for administering estates, gifts or wills where Safe Rescue is named as a beneficiary).

Sharing your Information with Third Parties

We may share your personal information with the following third parties where we have a legal basis to do so. We safeguard sharing of information by entering into a contract or after ensuring that the request and disclosure are legally compliant. We use service providers, such as payment processors, software platform providers and online microchipping companies and their databases to help us provide services. For example:

- to make an online donation via Paypal or bank transfer, you will be directed to a payment gateway which uses secure features and encryption to ensure that your data stays safe;
- our animals are microchipped before they are rehomed by us; this is a legal requirement in dogs. When you adopt an animal from us, we will share your personal information so that you can be contacted if your animal goes missing. We may also contact microchipping companies for the purpose of rehoming stray animals;
- we may share your data with regulators for legal reasons, for example with HMRC for tax purposes;
- we may seek third party support from lawyers, bankers, insurers, loss adjustors and auditors to provide services to support the charity;
- if a concern is raised with us, or for the detection of crime, we may need to pass your information on to other animal welfare charities, Social Services, the police, Trading Standards or the Animal Plant and Health Agency.

What we use your Information for

We will only use your personal information in line with the purposes for which it was collected as stated or communicated with you. We will not rent, swap or sell your personal information to other organisations for them to use in marketing activities.

We will only process personal data where we have a valid legal basis for doing so. Most cases will fall into the following categories:

- where you have provided consent to allow us to use your information in a certain way – for example to send you newsletters or updates;
- where the processing is necessary for the performance of a contract with you – for example when you request a home-check to be considered for adoption, to rehome an animal to you, or consider an application to volunteer or work with us;
- where the processing is necessary to comply with a legal obligation;
- where it is in our legitimate interests to process your data and our use of that data does not unfairly impact on your rights and freedoms;

More specific reasons for using your data may include:

- for administrative purposes such as processing donations and Gift Aid applications, to provide you with the goods and services you have requested or paid for which may include complaint handling;
- running our website, monitoring and tracking its use to enable us to improve user experience;
- keeping a record of our relationship with you and administering legacies;
- to process a job application, volunteer or apprenticeship application;
- to keep you up-to-date with the work that we do and asking for financial and non-financial support;
- to comply with charity law;
- managing our people and events safely and ensuring we are inclusive and in-line with the Equality Act 2010;
- microchipping animals; and
- assisting the police or other regulatory or governmental authorities.

Keeping the information that we hold up-to-date

It is important that we hold accurate information about you. Please tell us when your contact details and other personal information changes so that we can update our records.

What sort of Personal Information we collect from you

Personal data is any information that relates to an identified or identifiable living individual. We only collect personal data that is relevant to the interaction you have with us and depending on that interaction, the personal information we may collect from you could include, but is not limited to, any of the following:

- identity and contact information, such as your name, postal address, telephone number, mobile number, email address and communication preferences;
- date of birth to verify that you are an adult (animal adoptions are not open to individuals under the age of 18);
- donation and transaction information (please note that we do not store bank details or credit card information);
- images, photographs or videos if you volunteer, take part in an event, or send them to us;

- technical information if you visit the website.

Access to your Personal Data

You have a right to receive a copy of your personal information that we hold. You may see your own data but not anyone else's. We may ask for proof of identity when you make a request to see, correct or erase your personal data. You may ask us to correct, update or remove any information you think is inaccurate. You are entitled to have some personal data erased. However, this does not apply to data held as part of an adoption contract or for microchipping purposes where we provide lifetime rescue-back up for an adopted animal. You may also object to us processing your information, for example if you wish to unsubscribe from receiving newsletters and we will comply unless there is a legitimate reason not to do so.