

Privacy Notice – Donors

Background

RSCM is committed to ensuring your personal information is protected. This privacy notice describes how RSCM, the data controller, collects, uses and protects your information.

How we collect your information

The information we hold about you comes from the way you engage with us, such as if you donate to us either directly or through a third party (e.g., the Charities Aid Foundation). We may also collect information about you online through our website, via email, the post, over the phone or from discussions with you.

We may also collect details of your visits to our website including traffic data, location data, weblogs and other communications data and the resources that you access.

The type of information we hold

The information we hold may include name, address, contact telephone numbers, email addresses, bank details, transaction history and communications with you.

How we use your information

We lawfully process your information to fulfil the contract of donation and we use your information in the following ways:

- To process any donations and where you have agreed for us to claim Gift Aid.
- Where you have not opted-out we will use your information to send you information by post about our work, events and activities, but we will always offer you the right to opt-out of future communications.

Who we will share your information with

We will not sell or swap your information with any agency or other charity. We will however share your information with:

- HMRC to comply with legislation governing Gift Aid.
- Our suppliers who manage some of our IT and web services.
- Mailing companies that we use to produce and send out our correspondence.

Our suppliers are bound by UK privacy law and the terms of the contracts we have with them.

Storing your information

Your personal information will be stored on systems owned or operated by RSCM or those of our specific suppliers and will only be stored inside the European Economic Area (EEA), or a country approved by the EU.

Retention

We will retain your personal information in accordance with legal and regulatory requirements. We will only retain your information while we are actively engaged with you. Where we have had no interaction with you for a period of 5 years we will delete your data.

How you can access your information

You have the right to request access to the information we hold about you. To make a request for your personal information, please contact enquiries@rscm.com.

Your Rights

You have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress;
- have inaccurate personal data rectified;
- request your information to be deleted or destroyed and if we can we will but sometimes we must maintain some records for legal reasons.

If you are not happy about how we are using your information or how we have responded to your request, you have the right to complain to the Information Commissioner's Office at www.ico.org.co.uk.

Use of cookies

We may use cookies and similar technologies on our website. Cookies are small text files that may be stored on your computer or mobile device when you visit our website. Cookies do many different things, such as letting you navigate between web pages efficiently and remembering your preferences. We use cookies to track your use of our site, but we do not use cookies to make decisions about you or to send you marketing information electronically. Please see our [cookie policy](#) for more details.

How we will tell you about future changes to this privacy notice

Any changes we make to our privacy notice will be put on our website. Please check for updates from time to time so you are always fully aware of what information is collected and how it is used.

How to contact us

If you have any questions or concerns about our use of your personal information, please email contact enquiries@rscm.com.