

## Website Privacy Notice

### Introduction

This privacy notice sets out who we are and how and why we collect, store, use and share your personal information. It also explains your rights in relation to your personal information and how to contact us or the regulator if you have a complaint.

We have a separate privacy notice for our Family Support Service and for the Non-Smoking Lung Cancer Grants Programme.

### Who we are

We are a charity (registered number 1183221, ICO: ZB148396) who provide professional emotional support for families to prepare for the death of a parent, and raise awareness of the need for more research and collaboration in the fight against non-smoking lung cancers.

### Information collection and use

#### Contacting us

When you contact us through our website we collect your name, contact details and your message. You can optionally provide the name of your organisation, school or club, and your job title, if relevant. If you want us to post your materials, we will need your address.

If you contact us through social media, we will collect your social media handle and any other information you provide.

#### Our newsletter and other marketing

You can sign up on our website to get our newsletter. We may also ask you if you want to sign up at other points where we interact with you. You can unsubscribe at any time by clicking on the unsubscribe link in the newsletter.

You can also opt into other marketing from us by email and SMS, which you can unsubscribe from at any time by following the unsubscribe instructions in the email or text message.

If we have your address, we may send you marketing by post. You can unsubscribe from this by contacting [dpo@ruthstraussfoundation.com](mailto:dpo@ruthstraussfoundation.com).

#### Donations and other payments

You can donate to support our work in many ways, such as through our website, through specific campaigns we run (including by text and QR code), through third-party partners (like JustGiving, PayPal and the Charities Aid Foundation), through sites like Facebook, or by sending in cheques.

The information we receive varies depending on the donation method you use. In general, we will always receive the following information:

- Name
- Contact details (such as email address and address)
- Donation amount
- Donation date
- Gift Aid information

If the donation was made in memory of a person, the name of the person it is in memory of. Some third-party donation partners will send us anonymous information about the amounts donated without any identifying details.

For some donation options we may also ask you if you want to receive our newsletter or other marketing.

We use the information to process the donations, provide receipts, manage refunds and failed donations as needed, manage Gift Aid, help us analyse our income, and send you the newsletter or other marketing if you opted into this.

For any payments we take through our website or at events, we use a third-party payment processor, Stripe. When you donate through the website Stripe records the IP address of the device being used.

### **Events and auctions**

The information we collect will vary depending on the event, but in general, we usually need the following information from those who apply to attend an event or who we have invited to attend.

- Name
- Contact details
- Dietary and accessibility needs (where relevant)
- Clothing size if items such as RSF T-shirts are provided

We also keep a list of people who have expressed an interest in attending our events, buying tables / places at the events or publicly promoting them.

For sports events, such as the London Marathon or Vitality Mile, the organiser collects information from participants and provides us with information on those fundraising for us, including the amount raised. This may also include your date of birth.

For events held by other organisations on our behalf, such as schools and sports clubs, the organiser collects information from participants and provides us with information on those fundraising for us, including the amount raised.

At some events we hold auctions to raise money, and we will need the name and contact details of winners to be able to provide the prize or item won. We will also record how much each item raised.

### **Ambassadors and volunteers**

Ambassadors represent us at events or in marketing material and are often well-known public figures.

Volunteers give their time to support us for free, such as by collecting bucket donations or selling merchandise at an event, or being part of our Advisory groups.

For these groups we will need to collect your name and contact details, and what you are doing for us. For some volunteers, depending on what you do for us, we may also need emergency contact details and information such as t-shirt size, if you are wearing our merchandise.

For some events we will need to know if you have any dietary, accessibility or other requirements. This will be for events where we are providing food and drink, where there are steps or an event is not on a ground floor, or where the volunteer role might be physically demanding.

If volunteers have a complaint or concern, or if one is raised about a volunteer, our complaints policy has more information.

### **Online shop**

When you buy items from our online shop we will collect the following information.

- Name
- Address and email
- Items bought and total cost
- Whether you opted into marketing or not

This information is necessary to send you the item(s) you bought. And to send you marketing if you opted in.

### Visiting our website – information collected automatically

The website automatically collects certain data as part of its access and error logs. Typically, this includes the IP address of the device accessing the site, and what is being accessed and when. The type which could be a server type or file type, status code and the time it has been made. The error logs will also collect information on what failed and why. These logs are used to troubleshoot website issues. Any information collected by cookies or similar technology is set out on our website under: <https://ruthstraussfoundation.com/terms-conditions/>

### Information sharing

We use a variety of service providers to help run our business, for example, to manage our donor records, carry out donor research, send marketing, provide our online shop and so on.

We have agreements with all providers that contain obligations on the other organisation to safeguard your information and to only use your information to provide their service.

We may disclose your personal information to the following categories of recipients:

Recipient/Category of organisation	Purpose of sharing
IT providers	To provide data processing services to us, or who otherwise process personal information for purposes that are described in this Privacy Notice.
Operational providers	Such as delivery couriers to contact you about your order delivery.
HMRC	For purpose of submitting gift aid claims
Banks	To provide information where transactions are in possible dispute between either party
To external grant reviewers	For the purpose of assessing and peer reviewing your grant application.
With the members of our Grants Allocation Committee	For the purpose of assessing, reviewing and making a decision about whether to award research funding.
Internally within our Family Support Team	To provide you with support, guidance, resources and counselling when you or someone with your consent has contacted us.

We will not sell or rent your personal information to third parties. Where we share your information with third parties, we will ensure:

- we provide only the information they need to perform their specific services.
- they may only use your data for the exact purposes we specify in our contract with them.
- we work closely with them to ensure that your privacy is respected and protected at all times.
- if we stop using their services, your data held by them will either be deleted or rendered anonymous.

### International data transfers

We do not transfer personal data to a country outside the UK. If we do, we will have safeguarding mechanisms implemented to ensure the safety of the transfer according to Chapter V UK GDPR.

### Legal obligations

We have to disclose certain information legally, such as to HMRC in relation to donations and Gift Aid, or to our auditors. We may disclose your personal information if we, in good faith, believe that we must do so by law, regulation or the order of court or other legitimate government body.

**Contract obligations**

We may have contracts with venues or event organisers that require us to share relevant volunteers' names in advance for security reasons.

**If we close or merge with another charity**

We may have to share personal information if we have to close the charity or merge it with another charity

**How long we keep your information for**

In general, we only keep personal information for as long as we need it for a specific purpose, that we have informed you of. In some cases we keep some information for as long as you have a relationship with us. For events, there will be some information that is event-specific, and so we can delete it once the event is over. If you don't want marketing from us, we keep that information indefinitely so we don't send you marketing again.

If you have any questions about how long we keep particular information for, please contact us at: [DPO@ruthstraussfoundation.com](mailto:DPO@ruthstraussfoundation.com)

**How and when will you hear from us**

We may use your contact details to update you about the latest news and events from us.

**Email and text**

With your consent, or whenever you purchase with us and do not opt out of receiving our updates, we will use your contact details, preferences and details of your transactions to keep you informed by email and text about relevant products and services including tailored special offers, discounts, promotions, events, competitions and so on. This does not apply to service communications (see below).

You can opt out of our marketing communications at any time by clicking the "unsubscribe" link in any of our emails or by contacting [dpo@ruthstraussfoundation.com](mailto:dpo@ruthstraussfoundation.com).

**Service communications**

We may send you certain communications, without your consent, if we are under a legal obligation to do so; if we feel sending the communication is in both yours and our interests; and/or it would be a disadvantage to you if we didn't send you the communication.

These communications may include:

- Notifying you about changes to our terms or privacy notice
- Asking you to provide feedback on our products, services and events

**Your rights**

You have several different rights regarding your personal information. Some rights only apply in certain circumstances or to certain information. There are also exemptions from some rights in some circumstances. If you want to make a rights request, please contact: [dpo@ruthstraussfoundation.com](mailto:dpo@ruthstraussfoundation.com)

**Access**

You are entitled to know what personal information we hold about you and to receive a copy of it. You can request this information by emailing [dpo@ruthstraussfoundation.com](mailto:dpo@ruthstraussfoundation.com).

**Correction**

You are entitled to correct personal information we hold about you that is inaccurate. You will need to provide us with evidence of the correct information.

**Deletion**

In certain circumstances you are entitled to ask us to delete the personal information we hold about you.

We will not be able to delete certain information, such as where we are legally obliged to keep it or where we need to keep it for legitimate business reasons such as accounts and records.

**Objection**

In certain circumstances you are entitled to object to us processing your personal information. If you want to object to marketing please use the unsubscribe link in emails, the instructions in the text message, or contact us to opt out of postal marketing. To make sure we respect your request we have to keep your contact details on a suppression list.

**Restriction**

In certain circumstances you are entitled to ask us to restrict our processing of your personal information. You can ask us to do this if:

- you dispute the accuracy of your personal information;
- our processing is unlawful but you prefer restriction to deletion;
- we no longer need the information but you need it for legal reasons; or
- you have objected to our processing and we are still dealing with this objection.

**Portability**

In certain circumstances you are entitled to receive the personal information you have provided us in a structured, commonly used and machine-readable format.

Your right to withdraw consent - If the lawful basis for processing is consent, you have the right to withdraw that consent at any time. Please note however that the withdrawal of your consent will not affect any use of the data made before you withdrew your consent, and we may still be entitled to hold and process the relevant personal information to the extent that we are entitled to do so on bases other than your consent. Withdrawing consent may also have the same effects as not providing the information in the first place, for example we may no longer be able to provide certain services to you.

Your right to object to direct marketing - Where your personal data are processed for direct marketing purposes, you have the right to object at any time to processing of your personal data for marketing, which includes profiling to the extent that it is related to such direct marketing.

You also have the right to object to and not to be subject to a decision based solely on automated processing including profiling. We do not carry out automated processing or profiling.

To exercise any of these rights, please contact [dpo@ruthstraussfoundation.com](mailto:dpo@ruthstraussfoundation.com)

You also have the right to complain to the data protection regulator. The UK regulator is the Information Commissioner's Office. You can contact them here: <https://ico.org.uk/global/contact-us/> or phone: 0303 123 1113.

**Lawful bases**

UK data protection law requires us to have a lawful basis for our personal information collection and use, and there are several lawful bases available.

<b>Lawful basis</b>	<b>Examples of when we use it</b>
Performance of a contract	To respond to your queries, requests for information and support. To process your donations and manage fundraising you do for us To deliver items you buy from our online shop. To register you for events and run and manage those events. To collect and analyse survey responses you provide.
Legal obligation	Financial and tax obligations relating to your donations. To respond to rights requests. To make sure you are not sent marketing if you unsubscribe.
Legitimate interests	Some personal data collection and use is in our legitimate interests. To use this lawful basis we assess both our interests and yours, to make sure that what we're doing does not cause any unjustified privacy intrusion.  Marketing: for B2B marketing. Marketing campaign records: we keep information so we know who was sent what marketing information and when. Donor profiling and research.
Consent	To send you marketing. To use relevant information volunteers provide on health or accessibility requirements. To run prize draws and other competitions that you have entered.

### Links to other websites

Our website may contain links to other websites run by other organisations. This privacy notice applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies of other sites (even if you access them using links found on our site).

### Changes to our privacy policy

We may update this Privacy Notice from time to time by posting an amended version on our website. If at any time we decide to use your personal data in a different manner than was stated at the time it was collected, we will notify you directly via email.

### Contact us

E-mail: [dpo@ruthstraussfoundation.com](mailto:dpo@ruthstraussfoundation.com)

Address: The Ruth Strauss Foundation, Unit F, Whiteacres, Cambridge Road, Whetstone, Leicestershire LE8 6ZG