

Who are we?

We are Friends of Rhiwbeina, the Parent-Teacher Association for Rhiwbeina Primary School. We are a registered charity (1023425) founded in 1993.

Our website address is: <http://www.friendsofrhiwbeina.org.uk>

How do we collect information from you?

Information you give us directly

We may obtain information about you when you take part in one of our events, make a donation, apply to volunteer for us, complete one of our contact forms, purchase products and services or when you register to receive one of our publications.

Information you give us indirectly

Your information may be shared with us by third parties, which might include:

- independent event organisers who sometimes collaborate with us to organise events;
- fundraising sites like Just Giving, etc.

When you visit our website

We, like many others, may automatically collect the following information:

- technical information, including the type of device you're using, the IP address, browser and operating system being used to connect your computer to the internet. This information may be used to improve some of the services we offer;
- information about your visit to our website, for example we might collect information about pages you visit and how you navigate the website, i.e. length of visits to certain pages, things you viewed and searched for, referral sources (e.g. how you arrived at our website).

We collect and use your personal information by using cookies on our website, Further information on cookies can be found at the relevant section below.

When visitors leave comments on the website we collect the data shown in the comments form, and also the visitor's IP address and browser user agent string to help spam detection. An anonymized string created from your email address (also called a hash) may be provided to the Gravatar service to see if you are using it. The Gravatar service privacy policy is available here: <https://automattic.com/privacy/>. After approval of your comment, your profile picture is visible to the public in the context of your comment.

Social media

When you interact with us on social media platforms such as Facebook, Twitter and Instagram we may obtain information about you (for example, when you publicly tag us in an event photo). The information we receive will depend on the privacy preferences you have set on those types of platforms.

Public information

We may supplement information on our supporters with information from publicly available sources such as annual reviews, corporate websites, public social media accounts, the electoral register, Google and Companies House in order to create a fuller understanding of someone's interests and support.

What type of information is collected from you?

The personal information we collect, store and use might include:

- your name and contact details (including postal address, email address and telephone number);
- your date of birth;
- information about your activities on our website and about the device used to access it, for instance your IP address and geographical location;

- your bank or credit card details. If you make a donation or make a purchase, your card information is not held by us, it is collected by a third party payment processor, who specialise in the secure online capture and processing of credit / debit card transactions;
- information as to whether you are a UK taxpayer so we can claim gift aid; and
- any other personal information shared with us.

Data protection laws recognise certain categories of personal information as sensitive and therefore requiring greater protection, for example information about your health, ethnicity and religion.

We do not usually collect sensitive data about you unless there is a clear and valid reason for doing so and data protection laws allow us to. For example, we may ask for your health information if you are taking part in one of our sporting or fun-run events.

Where appropriate, we will make it clear why we are collecting this type of information and what it will be used for.

How and why is your information used?

We may use your information for a number of different purposes, which may include:

- providing you with the products or information you asked for;
- processing orders that you have submitted;
- keeping a record of your relationship with us;
- conducting analysis and market research to better understand how we can improve our products or information;
- checking for updated contact details against third party sources so we can stay in touch if you move (see the section on 'Keeping your information up to date' below);
- dealing with entries into a competition;
- seeking your views or comments on the services we provide;
- notifying you of changes to our services;
- sending you communications which you have requested and that may be of interest to you. These may include information about campaigns, fundraising appeals, activities and promotions;
- checking donations for the purposes of preventing fraud or other crime.

How long is your information kept for?

We keep your information for no longer than is necessary for the purposes it was collected. The length of time we retain your personal information is determined by operational and legal considerations. For example, we are legally required to hold some types of information to fulfil our statutory and regulatory obligations (e.g. health / safety and tax / accounting purposes).

If you leave a comment on our website or other social media platforms, the comment and its metadata are retained indefinitely. This is so we can recognize and approve any follow-up comments automatically instead of holding them in a moderation queue.

Who has access to your information?

We do not sell or rent your information to third parties. We do not share your information with third parties for marketing purposes. However, we may disclose your information to third parties in order to achieve the other purposes set out in this policy.

We may pass your information to our third party service providers, suppliers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to process donations and send you mailings). However, when we use these third parties, we disclose only the personal information that is necessary to deliver the services and we endeavour to ensure they keep your information secure and prevent them from using it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Lawful Processing

Data protection law requires us to rely on one or more lawful grounds to process your personal information. We consider the following grounds to be relevant:

Specific consent

Where you have provided specific consent to us using your personal information in a certain way, such as to send you email, text and / or telephone contact.

Legal obligation

Where necessary so that we can comply with a legal or regulatory obligation to which we are subject, for example where we are ordered by a court or regulatory authority like the Charity Commission or Fundraising Regulator.

Vital interests

Where it is necessary to protect life or health (for example in the case of medical emergency suffered by an individual at one of our events) or a safeguarding issue which requires us to share your information with the emergency services.

Legitimate interests

Where it is reasonably necessary to achieve our or others' legitimate interests (as long as what the information is used for is fair and does not duly impact your rights).

We consider our legitimate interests to be running Friends of Rhiwbeina as a charitable organisation in pursuit of our aims and ideals. For example to:

- send postal communications which we think will be of interest to you;
- conduct research to better understand our supporters and to improve the relevance of our fundraising;
- determine the effectiveness of our promotional campaigns and advertising;
- monitor who we deal with to protect the charity against fraud, money laundering and other risks;
- enhance, modify, personalise or otherwise improve our services / communications; and
- better understand how people interact with our website.

When we legitimately process your personal information in this way, we consider and balance any potential impact on you (both positive and negative), and your rights under data protection laws. We will not use your personal information where our interests are overridden by the impact on you, for example, where use would be excessively intrusive (unless, for instance, we are otherwise required or permitted to by law).

When we use sensitive personal information, we require an additional legal basis to do so under data protection laws, so will either do so on the basis of your explicit consent or another route available to us at law (for example, if we need to process it for employment, social security or social protection purposes, your vital interests, or, in some cases, if it is in the public interest for us to do so).

Fundraising and Marketing Communications

We may use your contact details to provide you with information about the vital work we do for Rhiwbeina Primary School, our fundraising appeals and opportunities to support us, as well as the products and services you can buy, if we think it may be of interest to you.

Email / text / phone

We will only send you marketing and fundraising communications by email, text and telephone if you have explicitly provided your prior consent. You may opt out of our marketing communications at any time by email at rhiwbeinapta@gmail.com

Post

We may send you marketing and fundraising communications by post unless you have told us that you would prefer not to hear from us.

Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about the vital work we do for Rhiwbeina Primary School, then you can select your choices by ticking the relevant boxes situated on the forms used to collect your information.

We're committed to putting you in control of your data so you're free to change your marketing preferences (including to tell us that you don't want to be contacted for marketing purposes) at any time using: rhiwbeinapta@gmail.com

We will not use your personal information for marketing purposes if you have indicated that you do not wish to be contacted.

Building Profiles

We may analyse your personal information to create a profile of your interests and preferences so that we can tailor and target our communications in a way that is timely and relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively. This allows us to be more focused, efficient and cost effective with our resources and also reduces the risk of someone receiving information they may find inappropriate or irrelevant.

We're committed to putting you in control of your data so you're free to opt out of your information being used in this way at any time by contacting rhiwbeinapta@gmail.com

We may also use your personal information to detect and reduce fraud and credit risk.

Your Rights

Under UK data protection law, you have certain rights over the personal information that we hold about you. Below is a summary of the rights that we think apply.

If you want to exercise any of the rights, please email us at rhiwbeinapta@gmail.com We may be required to ask for further information and / or evidence of identity. We will endeavour to respond fully to all requests within one month.

Please note that exceptions apply to a number of the rights, and not all rights will be applicable in all circumstances. For more details we recommend you consult the guidance published by the UK's Information Commissioner's Office.

Right of access

You have a right to request access to the personal data that we hold about you. You also have the right to request a copy of the information we hold about you, if any, and we will provide you with this unless legal exceptions apply.

If you want to access your information, please send a description of the information you would like to see and proof of your identity to rhiwbeinapta@gmail.com

Right to have your inaccurate personal information corrected

You have the right to have inaccurate or incomplete information we hold about you corrected. The accuracy of your information is important to us. If you change email address, or if you believe any of the other information we hold is inaccurate or out of date, please contact us via email at rhiwbeinapta@gmail.com

Right to restrict use

You have a right to ask us to restrict the processing of some or all of your personal information if there is a disagreement about its accuracy, or we're not lawfully allowed to use it.

Right of erasure

You may ask us to delete some or all of your personal information and in certain cases, and subject to certain exceptions; we will do so as far as we are required to. In many cases, we will anonymise that information, rather than delete it.

Right for your personal information to be portable

If we are processing your personal information (1) based on your consent, or in order to enter into or carry out a contract with you, and (2) the processing is being done by automated means, you may ask us to provide it to you or another service provider in a machine-readable format.

Right to object

You have the right to object to processing where we are using your personal information (1) based on legitimate interests, (2) for direct marketing or (3) for statistical / research purposes.

Keeping your information safe

When you give us personal information, we take steps to ensure that appropriate technical and organisational controls are in place to protect it.

Non-sensitive details (your email address etc.) are transmitted normally over the internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its retained in a secure manner.

Keeping your information up to date

We take reasonable steps to ensure your information is accurate and up to date. We really appreciate it if you let us know when your contact details change.

Use of 'cookies'

Like many other websites, our website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. For example, we use cookies to store your country preference. This helps us to deliver a more personalised service when you browse our website and improves our services.

It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website.

Links to other websites

Our website may contain links to other websites run by other organisations. This policy 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 and practices of other websites even if you access those using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the privacy policy of that third party site.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent / guardian's permission beforehand whenever you provide us with personal information.

Transferring your information outside of Europe

As part of the experience and services offered to you through our website, the information which you provide to us may be transferred to countries outside the European Economic Area (“EEA”). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EEA. You should be aware that these countries may not have similar data protection laws to the UK. By submitting your personal data, you’re agreeing to this transfer, storing or processing.

If you use our services while you are outside the EEA, your information may be transferred outside the EEA in order to provide you with those services.

Changes to this policy

Any changes we may make to this policy in the future will be posted on this website so please check this page occasionally to ensure that you're happy with any changes.

ENDS

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