



WEBSITE PRIVACY NOTICE

Cardiff Women's Aid (we, us) understands that your privacy is important to you. We will only collect and use Personal Data in ways that are described in this Notice, and always in compliance with our obligations and your rights under the law. Where we provide links to websites of other organisations, this Privacy Notice does not cover how that organisation processes your Personal Data. We encourage you to read the privacy notices on the other websites you visit before providing them with your Personal Data.

About us

Cardiff Women's Aid is a registered charity (Charity no. 518608)
Address: 50 Meteor Street, Adamsdown, Cardiff CF24 0HE
Company number 02065201.

What does this Notice cover?

This Privacy Notice explains what Personal Data we collect from you via the Website and how we use it: how it is collected, how it is held, and how it is processed. It also explains your rights relating to your Personal Data. This Notice also covers Personal Data that you provide to us by other means, for example, in an email.

What is Personal Data?

Personal Data is defined by the General Data Protection Regulation (the "GDPR") and the Data Protection Act 2018 (collectively, "the Data Protection Legislation") as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

Personal Data is, in simpler terms, any information about you that enables you to be identified, for example your name, contact details, medical details etc.

What Personal Data do we collect?

Examples of Personal Data we collect includes, but is not limited to;

- Contact details such as name, date of birth, email address, home address, telephone number
- Credit/debit card details (if you are making a purchase or donation)
- Information about your computer or device in order to remember when you access our website and to collect information about how you use our website (See our Cookies Policy for more information about our use of Cookies)
- Any other Personal Data that you chose to provide to us.

It is important that your Personal Data is kept accurate and up to date. If any of the Personal Data we hold about you changes, please keep us informed.

How do we use your Personal Data?

We must always have a lawful basis for using Personal Data.

We may use your Personal Data to:

- contact you with important information about your donation, an event, services or goods you have requested
- process your donations or other payments, to claim Gift Aid on your donations and verify any financial transactions
- provide the services, goods or other information/materials that you have requested, for example, to send you our newsletter where you have asked us to
- perform our obligations under a contract with you
- comply with the Charities (Protection and Social Investment) Act 2016 and follow the recommendations of the official regulator of charities, the Charity Commission, which require us to identify and verify the identity of supporters who make major gifts so we can assess any risks associated with accepting their donations
- keep an up-to-date record of your relationship with us and ensure that you receive appropriate communications from us about charity events or activities
- inform you, with your consent and/or where permitted by law, about news, offers and changes to our services. We will always comply with our obligations under the Data Protection Legislation and you have the right to ask us to stop contacting you for marketing purposes at any time
- maintain our own accounts and records, for performing internal business processes, recruitment, and continually improving the services that we provide (legitimate interests)
- comply with a legal obligation or in legal proceedings
- In any other way where you have given your consent for that particular purpose.

What are your rights relating to your Personal Data?

Under the Data Protection Legislation, you have the following rights, which we will always work to uphold:

- a. The right to access the Personal Data we hold about you. This is called a “subject access request” which must be made in writing to the email address provided in this Notice.
- b. The right to have your Personal data rectified if any of your Personal Data held by us is inaccurate or incomplete.
- c. The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your Personal Data that we hold.
- d. The right to restrict (i.e. prevent) the processing of your Personal Data.
- e. The right to object to us using your Personal Data for a particular purpose or purposes.

- f. The right to withdraw consent. This means that, if we are relying on your consent as the legal basis for using your Personal Data, you are free to withdraw that consent at any time.
- g. The right to data portability. This means that, if you have provided Personal Data to us directly and we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that Personal Data to re-use with another service or business in many cases.

If you have any cause for complaint about our use of your Personal Data, you have the right to lodge a complaint with the Information Commissioner's Office. We would welcome the opportunity to resolve your concerns ourselves, however, so please contact us first.

How long will we keep your Personal Data?

We will not keep your Personal Data for any longer than is necessary in light of the reason(s) for which it was first collected. When we no longer need it, we will securely delete or anonymise your Personal Data unless we are required to retain a copy under applicable law. For example, we are required to keep financial information for 6 years after the end of the accounting period following your last donation to us.

Who do we share your Personal Data with?

We may share your Personal Data with selected third parties where we have your explicit consent or it is necessary for the performance or provision of our contract with you, for us to comply with our legal obligations, or for our legitimate business interests. For example, a professional fundraising organisation or IT service provider with whom we have a contracted agreement. That third party may only process your Data under our instruction.

If we transfer, or merge parts of the organisation or assets, your Personal Data may be transferred to a third party. That third party may continue to use your Personal Data in the same way(s) that we have used it, as specified in this Privacy Notice.

In some limited circumstances, we may be legally required to share certain Personal Data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

How can you access your Personal Data?

If you want to know what Personal Data we have about you, you can ask us for details of that Personal Data and for a copy of it (where any such Personal Data is held). This is known as a "subject access request".

All subject access requests should be made in writing and sent to the email address shown in this Notice.

There is not normally any charge for a subject access request. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

Contact

To contact us about anything to do with your Personal Data and data protection, including to make a subject access request, please use the following details for the attention of Data Protection Officer, admin@cardiffwomensaid.org.uk.