

# Privacy Policy

## Who we are

We (or 'us') means Reading Family Aid, a registered charity 1022144. Our registered address is 61 WOODCOTE ROAD, CAVERSHAM, READING, RG4 7EX

We are committed to protecting your personal information and privacy as per the General Data Protection Regulations.

This Privacy Policy describes exactly how we collect and use your personal information. We may update this Privacy Policy from time to time so please check back periodically.

By contacting us, using our services or visiting our website you're agreeing to be bound by this Policy.

If you have any queries about this Privacy Policy, please contact us at [info@readingfamilyaid.org](mailto:info@readingfamilyaid.org)

## Your Privacy

Everyone has rights with regard to the way in which their personal data is handled. During our activities, we will collect, store and process personal data about our customers, suppliers and other third parties, and we recognise that the correct and lawful treatment of this data will maintain your confidence in us.

Your personal data is subject to certain legal safeguards specified in the Data Protection Act and equivalent EU regulations.

This policy sets out the basis on which we will process any personal data we collect from you or that is provided to us by yourself or other sources.

## How do we collect personal information?

We collect personal information about you when you interact with us, for example when you e-mail us or volunteer for us.

## What personal information do we collect?

Personal information we collect about you may include your name, postal address, email address and phone numbers. We do not collect "sensitive personal data".

## How do we use personal information?

We use the personal information collected from you only in order to keep you informed about news, events and activities relating to our work

## Beneficiary Data

The vast majority of our beneficiaries come through referrals (over 99%). In these cases we receive no personal data. Where we work with beneficiaries directly, permission is sought to hold their data for the purpose for which it is intended.

## Do we provide information to other parties?

We will never sell your data to any third party nor will we share your details with other entities for marketing purposes.

The charity is only permitted to contact you if you give them specific consent. We might send you updates about news, events and fundraising activities.

Sometimes, we may need to share your information with a small number of trusted partners (e.g. service providers) but only for the purposes outlined above. Where we use third parties, we require them to adhere to appropriate controls to protect personal information.

## **Your Choices**

You have a choice about whether or not you wish to receive information from us. If you wish to be removed from our mailing list please contact [info@readingfamilyaid.org](mailto:info@readingfamilyaid.org).

## **Gift Aid**

Some donations you make will be eligible for Gift Aid which we claim on your behalf. As part of this process Reading Family Aid is required to submit your details including your address to HMRC, and in asking us to make a Gift Aid claim you are giving us permission to use your personal details in this way.

## **Data Security**

Reading Family Aid is committed to keeping your personal information safe and secure. We have processes and technology in place to maintain the security of all personal data from the point of collection to the point of destruction. We do not transfer your data outside the EEA.

## **How you can update your information**

The accuracy of your information is important to us. If you notice that any of the information we hold is inaccurate please email us at [info@readingfamilyaid.org](mailto:info@readingfamilyaid.org).

## **Subject access requests**

You have the right to request a copy of the information we hold about you. Before we are able to assist with your request, we need you to confirm your identity and what data you require. Please put this information in writing to us.

## **Complaints**

In the first instance, you should contact us directly. If you remain unhappy with our use of your personal data, you have the right to complain to the [Information Commissioner's Office](#). We would encourage you to contact us in the first instance so we can attempt to resolve any concerns.