

Privacy and cookie policy - How we collect, use and store personal data.

The processing of your personal data is carried out by the Right Now Foundation, who are a registered charity in England and Wales (1121202) and a registered company in England and Wales (6376108). If you have any questions or concerns regarding our Privacy Policy or our processing of your personal information, please contact:

The Data Protection Officer
Right Now Foundation
Chute Lodge Farmhouse
Chute Forest
Andover
Hampshire
SP11 9DQ
Email: contact@rightnow.org.uk or call 07305067642

Notification of change of Privacy & Cookie Policy

This Privacy & Cookie Policy may change from time to time. Please visit this website section periodically in order to keep up to date with the changes in our Privacy Policy.

Cookie Consent

By using our website, our social media pages (such as Facebook, YouTube) subscribing to our services, and / or donating to us, you agree that, unless you have set your computer's browser to reject them, we can place the types of cookies set out below on your device and use that data in accordance with this policy.

Privacy Policy

How do we collect your information?

We may collect information about you directly whenever you interact with us. For example, when you contact Right Now Foundation regarding our activities, register as a supporter, send or receive information, engage with our social media or make a donation to us, you may provide us with your personal information.

We may also receive information about you when you interact with third parties with whom we work. For example, where you've made a donation to us through a third-party website (e.g., Just Giving, BT MyDonate, Virgin Money Giving) and given them permission to share your information with us.

We may supplement what we know about you with information that is available to the public. For example, in order to ensure that our communication with you is relevant and tailored to your

background and interests, we may collect information about you from publicly-available sources either directly or through third-party subscription services or service providers.

What information do we collect?

The information we collect from you directly or from third parties with whom we work, may include:

- name,
- address,
- email address,
- telephone number,
- contact preferences,
- bank account details for setting up a regular direct debit,
- credit card details for processing credit card payments,
- employer details for processing a payroll gift,
- taxpayer status for claiming Gift Aid, and
- date of birth, age, and/or gender, where appropriate (e.g., where registering for an event, such as a race).
- We *do not* use cookies to collect this type of information. All online financial transactions will be encrypted using TLS (Transport Layer Security).

We may also collect and process information about your interactions with us, including details about our contacts with you through email, SMS, post, on the phone or in person (i.e., the date, time, and method of contact), details about donations you make to us, events or activities that you register for or attend and any other support you provide to us. We may also collect and record any other relevant information you share with us about yourself, including your interests or your affiliations with other charities, community groups, or your employer. If you are a minor, we may collect the name and contact details of a parent or guardian and, where appropriate, the name and location of your school.

In order to ensure that our communication with you is relevant and tailored to your background and interests, we may supplement what we know about you with information that is available to the public. This allows us to better understand your interests, preferences, and level of potential engagement and/or donation, so that we can contact you in the most appropriate way and to ensure that we do not send you unwanted communications. The information we collect and process about you from publicly-available sources may include demographic information associated with your postcode or your address and an estimate of your age. We may collect this information ourselves or through third-party service providers.

Where we have identified that you may have the capacity or affinity to support the Right Now Foundation at a higher level, we may use the information we hold about you to identify connections between you and our existing circle of key supporters. We may also review other information about you that is available to the public through internet searches, subscription services, or public databases (e.g., Companies House, the electoral register, or the land registry), such as information about corporate directorships, shareholdings, published biographic information, employment and earnings, philanthropic interests and networks, charitable giving history and motivations and relevant media coverage, so that we can engage with you in a more personalised way.

Do we process 'sensitive' personal information?

Under data protection law, certain categories of personal information are recognised as sensitive, including health information and information regarding race, religious beliefs, and political opinions

(‘sensitive personal data’). In limited cases, we may collect sensitive personal data about you. We would only collect sensitive personal data if there is a clear reason for doing so.

How do we use your information? We may use your information in a number of ways, including:

- To provide you with information about our work or our activities;
- To process donations we may receive from you;
- To fundraise;
- For administrative purposes;
- For internal record keeping relating to any donations, feedback, or complaints;
- To contact you where you have been identified as a contact person for an organisation, such as a school;
- To analyse and improve the content and operation of our website;
- To analyse the personal information we collect about you and use publicly available information to better understand your interests, preferences and level of potential donations so that we can contact you in the most appropriate way and to ensure that we do not send you unwanted communications;
- To direct communications to other people who may have similar interests or other characteristics to yours (as described below);
- To assess your personal information for the purposes of credit risk reduction or fraud prevention; and
- Where we are required by law to disclose or otherwise use your information.

In particular, we may contact you for marketing purposes by email or text message if you have agreed to be contacted in this manner. We may also send you service communications via email or text, for example if you have made a donation by text.

If you have provided us with your postal address or telephone number, we may send you information about our work or other communications of the kinds described above by direct mail or contact you by telephone unless you have told us that you would prefer not to hear from us in this way. We provide information about how you can change your marketing preferences below.

How will we combine and analyse the information we collect about you?

We are committed to communicating with you using an approach that is right for you. This means that we carefully manage the communications we send you to ensure that we are contacting you in the most appropriate way and that we are not sending you unwanted communications. In order to do this, we may combine the information that we collect about you and analyse what we know about your interests, preferences and level of potential engagement or donation.

Where we have identified that you have the capacity or affinity to support Right Now Foundation at a higher level, we may collect additional information about you (see ‘What information do we collect?’) and combine and analyse that information in a profile of you that will assist us in engaging with you in a more personalised way.

In accordance with our legal and regulatory obligations and our internal policies and procedures, we may also use personal information to carry out due diligence on potential or actual donors. If you opt out of analysis of your data for due diligence purposes, we may not be able to accept donations from you.

How will we disclose the information we have collected to outside parties?

We will never sell your details and, except as indicated, will only share your details with third parties if you ask us to. We will not make cold telephone calls to members of the general public and,

therefore, will not purchase your data in order to do so. We may disclose your personal information if we are requested or required to do so by a regulator or law enforcement or in order to comply with any other applicable legal obligation.

How do we protect your personal information?

We take appropriate physical, electronic and managerial measures to ensure that we keep your information secure, accurate and up to date, and that we only keep it as long as is reasonable and necessary.

How can you change your marketing preferences or update the information we hold about you?

If you do not wish us to use your personal data for marketing purposes as outlined above, you can use the relevant box on the print or online form on which we collect your data.

You can also change any of your marketing preferences at any time (including telling us that you don't want us to contact you for marketing purposes) by:

- Indicating that you do not wish to receive our marketing emails by clicking the 'unsubscribe' link in at the end of our marketing emails;
- Asking us to stop sending you marketing texts by sending us an "opt-out" text message, following the instructions we provide you in the marketing texts you receive from us;
- Contacting us by email at contact@rightnow.org.uk or calling 07305067642. Or you can write to us

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- Entering your details on the Fundraising Preference Service (FPS) website and choosing 'Right Now Foundation (Charity Number 1121202)'. This service is run by the Fundraising Regulator and allows you to stop email, telephone, addressed post, and/or text messages from a selected charity or charities by using the online service at www.fundraisingpreference.org.uk

If you have indicated that you do not wish to be contacted for marketing purposes, we will maintain your details on a suppression list to help ensure that we do not continue to contact you for marketing purposes. However, we may still need to contact you for administrative purposes, including (but not limited to):

- Processing a donation you have made and any related Gift Aid;
- Providing you with the information you need in order to participate in an activity or event for which you have registered; and
- Explaining and apologising where we have made a mistake.

Similarly, if your contact details have changed or you think any information we have about you is incorrect or incomplete, you can always update or correct the information we hold about you by contacting us through our contact details as explained above. When you respond to any communications (Telephone, email, SMS text, post) we will regularly ask for your consent to store and handle your data. We will ask for your active consent through specific 'opt-in' buttons across all our communications.

What other data protection rights do you have?

You can make a complaint or raise a concern about how we process your personal data by contacting our Data Protection Officer.

If you are not happy with how we have handled your complaint, you can contact the Office of the Information Commissioner which oversees the protection of personal data in the UK, or the Fundraising Regulator, which is responsible for overseeing fundraising activities carried out by charities in the UK.

You also are entitled to request a copy of the personal information relating to you which is kept on file by the Right Now Foundation by contacting the Data Protection Officer.

Why are we allowed to process your personal information?

Our Privacy and Cookie Policies take into account several laws, including:

- the Data Protection Act 1998
- the Privacy and Electronic Communications (EC Directive) Regulations 2003
- General Data Protection Regulation (EU) 2016/679, which will come into force in the UK in May 2018 and replace the Data Protection Act 1998.

Generally, our processing of your personal information as described in this policy is allowed by these laws because we have a legitimate need to carry out the processing for the purposes described above. Some processing may also be necessary so that we can perform a contract with you or because it is required by law. We only use your information to send you marketing communications by email or text with your consent, and you can always opt out of receipt of marketing communications by post or telephone as explained below.

Job and volunteer applicants and current and former employees

If you apply to work or volunteer at the Right Now Foundation, we will only use the information you give us to process your application and to monitor recruitment statistics. If we want to disclose information to someone outside the Right Now Foundation - for example, if we need a reference, plan to use an external supplier to run background checks or need to get a 'disclosure' from the Disclosure and Barring Service (DBS) - we will make sure we tell you beforehand, unless we are required to disclose this information by law.

If you begin employment or volunteer with us, we will put together a file about your employment or volunteering. We keep the information in this file secure, and will only use it for matters that apply directly to your employment or volunteering. Once you stop working or volunteering for us, we will keep this file according to our record retention guidelines. If you apply for a job or volunteering opportunity we will also collect information so we can assess your suitability for the role.

Your credit or debit card information

If you use your credit or debit card to donate to us we pass your card details securely to our payment processing partner as part of the payment process. We do this in accordance with the Payment Card Industry Security Standard and don't store the details on our website or databases.

Emails terms of use

Emails aren't always secure, and they may be intercepted or changed after they've been sent. Right Now Foundation doesn't accept liability if this happens. The contents of emails reflect their author's views and not necessarily those of Right Now Foundation. The information in emails is confidential, so if you've received one by mistake, please delete it without copying, using, or telling anyone about its contents.

Cookie Policy

What are cookies?

Cookies are text files containing small amounts of information which are downloaded to your device when you visit a website. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognises that cookie. Cookies are useful because they allow a website to recognise a user's device and to target the content displayed to the user's interests. You can find more information about cookies at www.allaboutcookies.org

Types of cookies

There are two broad types of cookies - 'first party cookies' and 'third party cookies':

First party cookies are cookies that are served directly by the website operator to your computer, and are often used to recognise your computer when it revisits that site and to remember your preferences as you browse the site. Basically, these are our cookies.

Third party cookies are served by a service provider on behalf of the website operator, and can be used by the service provider to recognise your computer when you visit other web sites. Third party cookies are most commonly used for web site analytics or advertising purposes.

In addition, cookies may be either 'session cookies' or 'persistent cookies'. Your computer automatically removes session cookies once you close your browser. Persistent cookies will survive on your computer until an expiry date specified in the cookie itself, is reached. We use both session and persistent cookies.

Categories of cookies we use

1. *Strictly necessary cookies:* These cookies are essential for the user to move around the website and to use its features.

2. *Performance cookies:* These cookies collect information about how the user makes use of the site, e.g. which pages the user visits most. These cookies do not collect information that identifies the user.

3. *Functionality cookies:* These cookies remember choices made by or attributes of the user and enhance the features and content you experience during your visit to our website, e.g. language, appeals visited or user's location. This cookie is also used to remember a user's preferences for a font size, or customisable parts of a web page.

What information do we collect using cookies?

We may collect some, or all, of the information available from cookies when you visit our website, depending on how you use it. We monitor how people use our website so we can improve it. We collect this information anonymously. However, you can choose to use our website anonymously without giving us any information. Please see 'Changing your cookie preferences' below.

- If you visit our website, we may use cookies to record information about:
- the areas of the website you visit;
- the amount of time you spend on the site;
- whether you are new to the site, or have visited it before;
- the country, region, city and/or borough associated with your IP address or device;

- how you came to our website – for example, through an email link or a search engine;
- the type of device and browser you use;
- how you use the website and the quality of your experience
- how you interact with our donation and sign up forms – for example what you select as your communication preferences; and
- any error messages that you receive on the site

We use cookies to track how visitors come to our site. For example, we use marketing or referring tracking codes in internet addresses (URLs) to show us whether a visitor has come to our site via a link on a referring website.

Website statistics analytics, testing and personalisation

Our website currently uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses "cookies", which (as discussed above) are text files placed on your computer, to help the website analyse how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage.

Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website. By using this website, you consent to the processing of data about you by Google in the manner and for the purposes set out above. You can opt-out of Google Analytics cookies by using Google's opt-out tool.

Other third-party cookies

You may notice some other cookies that are not related to the Right Now Foundation's website. Some of our pages contain embedded content such as YouTube video, and Facebook likes, and you may receive cookies delivered from these websites. Right Now Foundation does not govern the publication of third-party cookies. To understand more about their cookies and privacy statements, please visit the relevant sites.

If you do not want cookies to be stored on your PC it is possible to disable this function without affecting your navigation around the site.

Changing your cookie preferences

The "Help" menu in the toolbar of most web browsers will tell you how to change your browser's cookie settings, including how to have the browser notify you when you receive a new cookie, and how to disable cookies altogether. Below is some helpful guidance about how to make these changes.

How to disable cookies

If you are using Microsoft Internet Explorer and you wish to block Right Now Foundation's website cookies, you can perform the following:

1. On your browser tools menu, select 'Internet Options'
2. Click on the 'Privacy' tab and then on the 'Sites' button
3. Type into the 'Address of website' field: www.rightnow.org.uk
5. Click on the 'Block' button
6. Click on the OK button