General Data Protection Privacy Policy

This policy refers to all activities undertaken by Refugee Welcome as an organization involving the collection, processing and secure storage of any personal data required for the purposes of the running of the organization.
This policy applies to all Trustees, volunteers and beneficiaries of the organization and any contractors or advisors as necessary.

Policy V2 Sept 19
Anne Towers - Trustee

PRIVACY POLICY

At Refugees Welcome, we are committed to treating everyone with respect. Which is why we take protecting your data seriously and are committed to being transparent about how we collect, use and store your data. You will find details about how we do this below.

If you have any queries about the information in our privacy policy, please contact us via email: refugeescheshireeast@gmail.com

What information do we collect?

1. Refugees Welcome collects personal and statistical information from you when you take part in particular activities (for example: donating or fundraising for us online, attending one of our events).
   The information we collect may include (but is not limited to):
   - Title
   - Name
   - Address
   - Email address
   - Phone number
   - Credit card information (when making a donation)
   - Bank account details when setting up a direct debit
   - Contact consents i.e. whether you've said you'd like to hear from us by email
   - Taxpayer status for collecting Gift Aid
   - Date of birth, age, gender etc. (where necessary for providing support or training in our services)

2. The information we collect depends on how you are engaging with us. For example:
   - If you are donating and want to include Gift Aid, we need to collect your title and full postal address to provide that information to HMRC to process your Gift Aid.
   - If you are being supported by one of our services (for example as part of one of our resettlement projects), we may need to collect your date of birth and other personal information to help us work with you.

3. In general, we collect information from you when you:
   - donate to support our work
   - sign up to support our work by fundraising for us, (including via Third Party sites such as 'Charities Aid Foundation' (CAF) where you give your consent for your information to be shared with us)
   - sign a petition or take part in a similar campaign to support us
   - sign up to receive our emails and newsletters
   - apply for a volunteer opportunity with us
   - register to attend an event, training course or workshop with us, where provided
   - access our information or services available online

4. We do not actively collect statistical data about how you've engaged with us via our website, any social media channels or email (If our third-party partners are using this data, they will do so under their own GDPR policies which you can find on their websites directly).

Why do we collect this information?

1. Personal data:

We collect personal data to allow us to process:

- donations (including processing Gift Aid, where people have elected to contribute Gift Aid)
- information about fundraising events people run for us
- information about people who have signed up for workshops or other events with us
- applications to volunteer with Refugees Welcome

We collect personal data so that we can contact:

- people who have opted to hear from us by email, phone or SMS (consent-based contact)
- people for whom we have a postal address and who we think might be interested in hearing about our work (legitimate interest-based contact)
- people who are working within our services (legitimate interest-based contact)
- people who have applied for volunteer positions with us (legitimate interest-based contact)
- people who have told us they are fundraising for us (legitimate interest-based contact)

2. Statistical data:

We do not currently collect statistical data about those who access or donate to our services.

3. Survey/ Feedback data:

- We do not currently collect data via surveys about those who donate to our services.
- We may conduct surveys to find out how our services are being received by our user groups. This information will be kept secure on a secure Data Storage system in line with this GDPR policy and anonymized for use by Refugees Welcome to inform our work.

4. Sensitive personal data:

Under data protection law, certain categories of personal information are recognized as sensitive, including health information and information regarding race, religious beliefs, and political opinions (sensitive personal data').

We collect this data only where strictly necessary for specific reasons:

- where it is necessary for the provision of our service or facilitates us to support those using our service with specific needs, e.g., support we are providing to you in relation to your future 'right to remain' or in helping you to access relevant services. In which case consent will be sought from the individual concerned at the time.
- where information is required to process volunteer applications
- where it is necessary within the remit of our team so that adjustments can be made to accommodate your needs if you are volunteering for Refugees Welcome

- where supporters have shared such information with us over the phone or in writing. In such cases, we may use this information to tailor our communications to individuals in line with the consent provided for how we should communicate with them.

Sensitive personal data is held on a secure Data Storage system, is password protected and only accessed by relevant members of the charity.
Information will be communicated to volunteers when needed for their role and the exercise of their duties. This is stored in line with Information Commission Office regulations. (ICO Reg No:ZB396656)

How do we use the information we collect?

We use the personal information you provide in several ways:

- to continue to support people who work with us in our services.
- to send updates about our work to our supporters, including information about our services and campaigns that we think might be of interest by post, and where we have consent, by email and telephone.
- to send you information about how you can join us in helping refugees by donating, fundraising for us, taking part in campaigns, volunteering and other ways you can get involved.
- to process donations, we receive from you.
- to process Gift Aid where you have indicated you would like us to do so.
- to process any changes to your details as requested by you.
- for record keeping and administrative purposes relating to donations, feedback or complaints.
- to contact representatives of an organization or company who have expressed interest in working with us.
- to understand the different ways people support us and the patterns that help to inform our work.

How to contact us about your information

- You can find out what information we hold about you, or request any changes to your personal details by emailing us: refugeescheshireeast@gmail.com

- How can you unsubscribe from our emails, SMS, mail or phone updates? You can request to stop receiving our direct mail, email updates, SMS or phone calls from Refugees Welcome by contacting us directly at: refugeescheshireeast@gmail.com. Please note we may have to contact you to confirm we have your correct details.

- You can also stop receiving email, addressed post, phone calls and/ or text communications from specific charities by registering with the Fundraising Preference Service (FPS). This is run by the Fundraising Regulator – read more on their website. If you would like to use this service to stop receiving communication from Refugees Welcome, you will need our charity number: 1169909

- Please note: If you donate, take part in a campaign activity or request information you will receive a once-off transactional email about that activity for your records.

How do we protect your personal information?

- Our data management takes all appropriate measures to keep your data safe both physically and electronically and to keep your data up to date and only hold your details for as long as it is reasonable and necessary.
- If you have expressed an interest in volunteering with us, we will keep your personal data for a year from the date you submitted your application if your application was not progressed.
- Our volunteer application process is administered according to our Volunteer Policy and under this GDPR policy. All Volunteer information within the application process: application forms, contact details, references and DBS Checks are held on our secure Data Storage system
- We take all appropriate measures to ensure that any personal information we receive is kept on secured servers. Access to our servers is restricted to a small team of trained staff, who require a special login account to access the data.

Please note that while we have taken every appropriate measure to secure your data, transmission of information over the Internet is never one hundred per cent secure so while we take all possible precautions, we can't guarantee the security of any information you submit to us via our website.

Do we store your payment details?

- All donations made to us online are via CAF. We do not keep the card payment details of any donations from our website via CAF.
- We do keep a record of how much you donated, the date it was donated, your name and contact details so that we can send you a receipt and make sure we have your correct donation amount in case you have an enquiry about your donations later.
- If you make a regular gift to us via Direct Debit, we store your bank account number and sort code to process your gift monthly/annually etc.
- We also keep physical details of donations where Gift Aid has been included, in line with HMRC requirements. All credit card information for these donations is redacted, and the records are kept securely in locked cabinets only for as long as required by HMRC.

Do we disclose the information we collect about you to other parties, including Third Party partners?

1. We will never share your data with anyone for marketing purposes. The only occasions when we will share your data are:
    - For donors, with Third Party partners who supply our donation page (CAF)
    - For Beneficiaries of the service – in an emergency where consent is not possible.

2. We stipulate the protection of your data in our contracts with Third Party partners. The only other occasions when we might disclose your data are:
    - if required to do so by law or in response to a court order or law enforcement agency

- in an emergency, for example where we think someone is at serious risk of being harmed or in immediate danger, we may contact the police, a local health or relevant safeguarding team to intervene.

Getting your consent for sharing your data

- Other than in an emergency or in response to a court order or law enforcement agency, we will only share your data with another organization for their use outside of a service they are providing to us (for example, payment processing) if you have actively indicated to us that you are willing for us to do so.
- For our service users, this might relate to a service we cannot provide that another provider can help with. You will be asked by the RW volunteer working with you if you consent for us to share your information, or there will be a question about this on a form that will be provided to you.

Your right of access to your data

You have the right to ask for a copy of the personal or casework information we hold about you. If you wish to exercise these rights, please contact: refugeescheshireeast@gmail.com

Refugees Welcome Website.

1. Like most websites, Refugees Welcome uses cookies on our website. A cookie is a small file of letters and numbers that is downloaded on to your computer when you visit a website. Cookies are used by many websites and can do a number of things, e.g. remembering your preferences, recording what you have put in your shopping basket, and counting the number of people looking at a website. Read more about cookies on the INFORMATION COMMISSIONER'S OFFICE website (ico.org.uk).
2. We only use cookies that are essential to the operation of our website. It is therefore not a requirement for anyone visiting our website to opt into the use of cookies. However, the following information has been provided by our hosting company 1&1 Ionos:
    - Cookies are used by the platform to ensure that during an end user's session, their traffic is routed to the same infrastructure to ensure that the responses they receive offer the best performance possible.
    - These cookies do not contain any personal information; they are only for the duration of the session and are used to improve performance for the end user.
    - As such they are exempt from the need to obtain end user consent.
3. Any additional websites or apps linked through our website may use Profiling Cookies and will therefore be required by any UK Cookie Policy to notify the end user of their use.
4. If you want to know more about protecting your browser, the ICO website has instructions about how to change your cookie settings across different browsers

.

We keep this policy and privacy statement under regular review.

Reviewed: Sept 2026

SIGNED BY: N.A. Campbell **DATE: 10.9.26**
[Trustee/Chair of Trustees]

POSITION in REFUGEES WELCOME: Chair of Trustees

Next Review date: Sept 2027