

AGENTS OF CHANGE
PRIVACY STATEMENT - UK

We are a small active charity registered in both the UK and Romania. We are required by recent law in both countries to have a Data Protection Policy and a Privacy Statement regarding your rights. The Data Protection document is to be found separately to this statement. Both are available on our website. ([www. agentsofchange.co.uk](http://www.agentsofchange.co.uk))

Introduction

Here at Agents of Change we are committed to protecting your privacy and other rights under applicable data protection legislation, including the new European Union General Data Protection Regulation (GDPR) which came into force on 25 May 2018. We are “data controllers” for the purpose of the legislation. This statement explains how we may collect, use and share your personal data.

If you have any questions about how we handle your data, please contact us by:

- Writing to us at Agents of Change, 18 Fairland Road, Stratford, London E15 4AF, UK
- Calling us on our charity telephone number 020 8519 3541 where you can leave a message
- Calling our mobile 07989 988573
- Emailing us at alisonbutcherafc@yahoo.co.uk

Further details can be found via our website or via info@agentsofchange.co.uk

What information do we collect about you?

Personal information is collected directly from you when you interact with Agents of Change, for example by making a donation, receiving our newsletter, enquiring about our activities, or applying for volunteering opportunities etc. Information may be collected by email, on paper, over the telephone, in person or online. The information we collect will typically include your name, postal and email addresses (if you have one), your telephone number. It also covers your bank details if you subscribe by standing order or direct debit. (We may also receive information about you from other sources as described below.)

How do we use that information?

We collect this information in order to process your requests and to keep you informed about Agents of Change’s charitable work. Examples include:

- processing donations and Gift Aid transactions
- processing donations via PAYPAL through our website
- sending fundraising appeals or requesting other kinds of resources and support
- recording any contact we have with you to help us provide you with the most appropriate communications
- to check that your communication preferences are up to date

- where you volunteer with us, administering the volunteer arrangement and in using volunteer charitable organizations and taking up your references.

Who do we share the information with?

We are not allowed to share personal data about you with other organizations and people, unless the law requires us or allows us to do so, or you have given your written consent.

We never have and never will share your information with other organizations so that they can contact you for any marketing purposes or activities.

If as occasionally happens people want to contact you through us we would ask them for their details then contact you to see if you wish to pursue this matter.

We are, however, required by law to share your details including your address with HMRC for claiming Gift Aid. If you are not a tax payer or do not wish this information to be forwarded for us to claim then please inform us in writing and we will not proceed.

Legal basis for using your information

In some cases we will only process your personal information where you have given us your consent to contact you, e.g. for fundraising. However there are other legal bases that allow us to process your information and one of these is "legitimate interests". Examples of this include where we contact you about our work via post, or complying with guidance from the Charity Commission or Company House in the UK. Wherever we process your information on this basis we will make sure we balance your rights and legitimate interests.

Marketing

We will only contact you about our work and how you can support us by phone, email, or text message, if you have agreed for us to contact you this way. However if we have your postal address we may send you information about our organization and fundraising by post unless you have told us that you do not want to hear from us in that way. You can stop us sending you these communications at any time by post or email as quoted above.

How long do we keep personal data for?

We only keep your personal data for as long as is reasonable and necessary for the relevant activity, which may be to fulfill statutory requirements (e.g. collection of Gift Aid; legacy after your death).

Your rights

You have rights under the GDPR including:

- The right to see personal data that is held about you and to have a copy provided to you, or someone else on your behalf.
- If you believe that the personal data we hold about you is inaccurate, you can request to have it corrected.
- You can object to your personal data being processed, although Agents of Change can override this objection in specific instances (e.g. a volunteer contract).

- Where you have given us your consent to processing your personal data, you can withdraw that consent at any time by notifying us in writing.

You can request that your personal data is deleted altogether.

Who to contact about your personal data

If you wish to see your personal data, exercise any of your rights mentioned above or make a complaint about how we have handled your personal data, please contact Alison Butcher, CEO, or any of the directors via the communication methods outlined above in the introduction.

Making a complaint to the Information Commissioner's Office

If you are not satisfied with our response to any query you raise with us, or you believe we are processing your personal data in a way which is inconsistent with the law, you can complain to the Information Commissioner's Office at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 123 1113 or 01625 545 745, email casework@ico.org.uk

Signed: Alison Lillie Butcher, Founder and CEO, UK

Date: September 2018

Ref: Privacy statement final UK.docx