

THET'S PRIVACY POLICY

INTRODUCTION

We recognise the trust you place in THET when you share your personal information with us. We are committed to operating with openness, honesty and transparency. This privacy policy will inform you as to how we look after your personal data and tell you about your privacy rights and how the law protects you.

We must also ensure that the data we hold is correct, useful and not held for longer than is necessary for the purposes for which it is being processed.

In this notice, we provide you with details of the personal information we collect when we engage with you, how we will use and look after your personal information, your privacy rights and how the law protects you.

PERSONAL DATA WE COLLECT ABOUT YOU

When using the term "personal data" in our Privacy Notice, we mean information that relates to you and allows us to identify you, either directly or in combination with other information that we may hold.

We collect some personal data from you, for example, when you donate to us, use our website, use our services or contact us.

WHAT DATA WE COLLECT AND WHEN

We may collect and process the following categories of information about you:

- **PERSONAL INFORMATION, INCLUDING CONTACT DETAILS**

For example, your name, postal address, telephone number and date of birth.

We collect this when you contact us or donate by post, telephone or on our website.

- **BANK DETAILS**

We collect your name, sort code and account number.

We collect this when you set up a regular gift (e.g., direct debit or standing order) with us or send us a cheque in the post.

- **COMMUNICATIONS**

We collect the communications you exchange with us.

We collect this when you email us, write a letter or call us.

- **THIRD PARTY INFORMATION**

We collect information indirectly from third parties such as event organisers or fundraising sites, where you have agreed to support THET and have given your consent. You may also have provided permission for a company or other organisation to share your data with third parties, including charities. This could be when you buy a product or service, register for an online event or sign up with a comparison site.

We collect this information when you use a third party site whereby THET is the named beneficiary. You may wish to check their privacy statement to find out more about how they will process your data.

- **NON-PERSONALISED DATA**

We collect non-personal data such as IP addresses, details of web pages visited and files downloaded. Website usage information is collected using cookies. Please see our cookies policy.

- **SOCIAL MEDIA**

We collect your posts and messages on social media directed at THET.

We collect this when you interact with us on social media platforms such as Facebook, Twitter, Instagram or LinkedIn.

- **WEBSITE**

We collect Information about how our website is used, such as your searches for information.

We collect this when you navigate on our website.

- **RECRUITMENT**

We collect personal data as part of our staff or volunteer recruitment processes.

We collect this when you apply for a job or for volunteering opportunities with THET.

- **LEGACY ADMINISTRATION**

We collect personal data necessary for legacy administration.

We collect this when a supporter has died, leaving a legacy to THET, and you are the executor or you have an interest in the estate.

SHARING YOUR PERSONAL DATA

THET does not share your data with any other charity, public body or commercial organisation, unless we have to do so either for legal or compliance reasons, or where it is more cost effective and efficient for us to use a third party to deliver a product or service on our behalf.

We will share your personal information with our colleagues within THET globally. This includes colleagues who work in some countries that do not have the same data protection laws as the EU. However, we take seriously our responsibility to protect your personal information and take the same measures to do this as we would in the UK.

HOW AND WHY WE USE YOUR PERSONAL DATA

We use your personal data for the following purposes:

- **TO MANAGE YOUR DONATIONS, REQUESTS OR CALLS TO ACTION**

When you interact with us, we use your information to perform our services in relation to your donation, to deal with your queries and requests and to process responses to our campaigns or advocacy work.

- **TO FUNDRAISE AND PROMOTE THET'S WORK, IN BOTH FINANCIAL AND NON-FINANCIAL WAYS**

We know how fundamental our supporters and donors are to the work we do. In order to develop and foster your ongoing support, we want to keep in touch with you through feedback and further opportunities and invitations to support our work in both financial and non-financial ways.

- **TO COMMUNICATE WITH YOU AND MANAGE OUR RELATIONSHIP WITH YOU**

Occasionally we may need to contact you by mail, email and/or telephone for administrative or operational reasons. Please be aware that these communications are not made for marketing purposes and as such, you will continue to receive them even if you opt out of receiving marketing communications from us.

We will also use your personal data if we contact you after you have sent us a request, filled in a web form through our website or contacted us on social media.

- **TO PERSONALISE AND IMPROVE YOUR EXPERIENCE WHEN ENGAGING WITH THET**

We may use your personal data to tailor our communications to your needs and preferences and to provide you with a more relevant experience, for example, by sending you communications on topics you have shown an interest in.

We may also collect information about how you use our website, which pages of our website you visit most and what you search for, to understand your preferences. We may use this information to tailor content and, if you have agreed to receive marketing communications, to send you relevant messages that we think would be of interest to you.

- **TO INFORM YOU ABOUT OUR NEWS AND WAYS YOU MAY BE ABLE TO HELP THET**

We may send you marketing communications, if you have indicated that you are happy to receive these – for example, when you have donated or completed a campaign action and you haven't opted out of receiving such communications.

If you are happy to receive marketing communications, we will provide you with news, information about our fundraising, advocacy and campaigning work, together with opportunities and invitations to donate or support THET in other ways.

Please note that we do not share your contact details and other personal data with any other charities or companies for marketing purposes.

If you do not want to receive marketing communications from us, you can simply tell us by ticking or clicking the relevant box on various marketing materials, or by contacting our Communications team via email info@thet.org

You can choose to opt out of receiving email marketing communications at any time by clicking on the relevant unsubscribe link at the bottom of any marketing related email you may receive from us.

- **TO MANAGE OUR VOLUNTEERS**

We need to process and keep some personal information in order to recruit and manage people that volunteer for THET.

- **TO MAINTAIN AND IMPROVE OUR OWN ACCOUNTS, RECORDS AND ORGANISATIONAL PROCESSES, TO FULFIL OUR ADMINISTRATIVE PURPOSES AND PROTECT OUR CHARITABLE INTERESTS**

The purposes for which we will use your information include accounting, billing and audit, credit or other payment card verification, fraud screening, safety, security and legal purposes, statistical and marketing analysis, legacy administration, systems testing, maintenance and development.

LEGAL BASIS FOR PROCESSING YOUR PERSONAL DATA

The General Data Protection Regulation requires organisations to consider the legal basis on which they process personal data.

THET will process personal data in line with the following principles:

- Where it is necessary for us to fulfil a contract with you.
- With your consent: we will only send you emails, make telephone calls or send you SMS text messages with your explicit consent.
- When it is in our legitimate interests to do so: as part of our engagement and efforts to build long-term relationships with our supporters, we will send you communications and marketing material via post unless you have told us you do not wish to receive these communications.

HOW LONG DO WE KEEP PERSONAL DATA?

- We will keep your personal data only for as long as we consider it necessary to carry out each processing activity.
- We maintain data retention criteria to help implement this. This takes account of our legal and accounting obligations, balancing this with what would be considered reasonable.
- We are required to keep details of financial transactions, including donations, for seven years to meet accountancy and HMRC requirements. We will anonymise or delete personal data if, after a period of seven years, we have not had any contact or communication from you (this will be measured on a rolling seven-year period) – subject to special circumstances concerning legacies.
- Many supporters kindly tell us that they have included a gift to THET in their will, or that they intend to do so. We retain their personal information indefinitely so that we can keep in touch during their lifetime and provide a caring and efficient legacy administration service.

YOUR RIGHTS

THET supports the principle of “fair and transparent” processing of your personal information. We support your rights in relation to your personal information under the General Data Protection Regulation, including the:

- right to be informed (chiefly via this policy)
- right of access
- right to rectification
- right to erasure
- right to restrict processing
- right to data portability
- right to object
- rights related to automated decision-making including profiling

If you wish to exercise any of these rights, please contact HR & Operations in writing at HROps@thet.org

REQUESTING ACCESS TO YOUR PERSONAL DATA

You have a right to request access to the personal data that we hold about you.

If you would like to request a copy of your personal data or have any questions in relation to your personal data, please contact us at HROps@thet.org

SECURITY OF YOUR PERSONAL DATA

We are committed to taking appropriate technical and organisational measures to protect your personal data against unauthorised or unlawful processing and against accidental loss, destruction or damage. When you provide your personal data through our website, this information is transmitted across the internet securely using high-grade encryption.

The information that you provide to us will be held in our systems, which are located on our premises or those of an appointed third party, acting as our Data Processor. We may also allow access to your information by other third parties that act for us for the purposes described in this Privacy Notice or for other purposes approved by you.

ANY OTHER QUESTIONS

If you have any other questions or comments or feel the way in which we handle your information could be improved, please let us know by contacting gdprinfo@thet.org