



PRIVACY POLICY

At Child Action Nepal (CAN) we take data protection very seriously and we are committed to respecting your privacy. This privacy policy explains where we collect your personal information, how we use it and how we keep it safe and secure.

By providing us with your personal information, you consent to the use of it in accordance with this notice.

HOW WE COLLECT PERSONAL INFORMATION

You may give it to us directly:

In person or through the post; when you enquire about CAN via our website or by telephone; through social media such as Facebook; signing up for our newsletter; fundraising or donating to us; or volunteering to work with us.

We may receive it indirectly:

- Your information might be shared with us by third-parties, for example fundraising platforms such as JustGiving or Virgin Money Giving. However, they will only provide us with your information if you have given your permission.
- We might also obtain your personal information through your use of platforms such as Facebook or our website, depending on your settings and the privacy notices of these social media.

WHAT PERSONAL INFORMATION WE COLLECT

Supporters and donors:

Information can include your name, email address, postal address, telephone number, bank account details, credit/debit card details and whether you are a UK tax payer (so that we can claim Gift Aid).

Credit, debit card payment information:

If you use your credit or debit card to buy something from us, make a donation or fundraise for us, we will ensure that this is done securely and in accordance with the Payment Card Industry Data Security Standard (PCI DSS). Card details and validation codes are securely destroyed once the payment or donation has been processed.

HOW WE USE YOUR PERSONAL INFORMATION

Legitimate interest:

The law allows personal data to be legally collected and used by an organisation if it is necessary for a legitimate business interest of the organisation, if its use is fair and balanced and it does not unduly impact the rights of the individual concerned.



We may use your personal information in the following ways:

- To contact you in relation to information requested by you;
- To send newsletters, forward letters and cards from the children to their sponsors and update sponsors on a child's progress;
- To process purchases, donations (including claiming Gift Aid), and to verify any transactions entered into with us;
- To administer events, purchases, donations, fundraising or any other support required or where required or authorised by law;
- We use your information to keep a record of your relationship with us and for administrative purposes (such as our accounting and record-keeping). We also use your personal information to advise you on updates and changes to our services or policies;
- To update you on our work at Child Action Nepal, and the difference your support is making to our children;
- To ensure we know how you prefer to be contacted; or
- To contact you by mail, email, phone or social media on behalf of CAN for the purposes of marketing, appeals, campaigning, raising awareness, inviting you to events and fundraising.

When sending information and appeals by post, we rely on the 'legitimate interest' legal basis, sending information we consider may be relevant and of interest to you based on your previous interest in Child Action Nepal's work.

We will only use your data for the purposes described above, and will not share your data with third parties for any other purpose.

We will make it easy for you to opt-out of communications at any time if you wish. If you want to change our use of your personal data for marketing and fundraising activities, you can do so at any time by contacting us at info@childactionnepal.org.uk

HOW WE KEEP YOUR PERSONAL INFORMATION SAFE AND WHO HAS ACCESS TO IT

Once we have your personal information, we do everything in our power to ensure that we keep it safe. Only Trustees of the charity Child Action Nepal have access to your personal information which is held in a secure database.

There are times when our emails to you or our website may contain links to other external sites and while we make every effort to ensure that these organisations' sites are safe, we are not responsible for their privacy policies. There may be information that can personally identify you. Check their privacy notices to learn more.



We will comply with legal requests to disclose your details as required by law to the police, Government and regulatory bodies or legal advisors if required.

HOW LONG WE KEEP YOUR PERSONAL INFORMATION

We will retain your personal information for as long as reasonably necessary for the relevant activity and relationship you have with us, as well as for any legal or regulatory requirement. For example, we will keep a record of your donations for seven years if you have opted in to Gift Aid, to comply with HMRC rules.

If you request that we stop sending you marketing, campaigning or fundraising communications we may keep a record of your contact details and appropriate information to enable us to comply with your request not to be contacted by us, but we won't keep any information that we don't need. We may need to keep some of your details in order to contact you about administering your account, under legitimate interest.

HOW TO ACCESS, CORRECT, OR DELETE YOUR PERSONAL INFORMATION

Data protection legislation allows you to request a copy of the personal information relating to you which is kept by Child Action Nepal. Please email us on info@childactionnepal.org.uk if you would like a copy, or to:

- Tell us that your contact details have changed;
- Advise us that we have inaccurate details for you;
- Ask us to stop sending you information or communication; or
- Have your details removed from our database.

CHANGES TO THIS NOTICE AND QUESTIONS ABOUT THIS NOTICE

We will regularly review and update our privacy notice at our discretion. Any significant changes to the way we treat your personal information will be made clear on our website and/or we may contact you directly if possible. Ensure you keep up to date with our privacy notice.

This privacy notice was last updated in May 2018.

If you have any questions, please email us at: info@childactionnepal.org.uk