

**Donors and Supporters Privacy Notices:  
Taunton Association for the Homeless Ltd**



**Introduction**

Taunton Association for the Homeless Ltd trading as Arc (hereafter "Arc") are committed to protecting and respecting your privacy.

This notice explains when and why we may collect personal information about you, how we use it, how it is kept secure and the conditions under which we may disclose it to others.

Arc is a registered data controller and our Data Protection (ICO) Registration number is Z5477676. Arc will collect and use information about all donors and supporters in accordance with data protection principals within the Data Protection Bill (2017-19) and General Data Protection Regulation (GDPR).

**What information we collect about you?**

In order to carry out its responsibilities, Arc must collect and process personal data (including sensitive personal data) relating to its donors and supporters.

This information will be collected either directly from you, either directly or via online portals such as Facebook, Just Giving or our own website.

A record relating to your donor or supporter status will be held by the Fundraising and Marketing department. Information about your involvement in the organisation may also be held by individual departments on a "need to know" basis.

Data held about you may include, but is not restricted to, the following:

- Personal data including identifiers such as name, address and telephone number
- Email address
- Gift Aid status

**How we use this information**

We process personal data relating to those who are either currently or who have been in the past a donor to or supporter of Arc. The legal basis for this processing is for the legitimate interest of the company to perform the running of the business

However, we do ask you to provide your consent for Arc to keep in contact via email. You can withdraw this consent at any time and your details be deleted from the email contact list.

**Who has access to your information?**

The data is held in the Fundraising and Marketing department where access to personal files and documentation is carefully controlled. Access to personal data held by individual departments will be limited in accordance with that departments operational needs and is accessed on a "need to know" basis only

## **Special Category Data**

Arc recognises the significance of the processing of special category data and has considered its further obligations under data protection legislation. Special category data is generally defined as:

- Race or ethnic origin
- Political opinion
- Religious or philosophical beliefs
- Trade union membership
- Genetic or Biometric data
- Health data
- Sexual orientation

Arc has no necessity or reason to hold this type of information about our donors and supporters. Therefore, when data of this nature is inadvertently supplied to Arc by you, it will be immediately deleted, and no record will be kept.

## **Sharing and Disclosing your Personal Information**

Arc may disclose certain personal data to external bodies. At all times, the amount of information disclosed and the manner in which it is disclosed will be in accordance with the provisions of the Data Protection Act and the GDPR.

If your personal data is shared with an external body it will be done so in a manner that is secure and we will only share what is necessary.

Such external bodies may include, but is not limited to:

- HMRC for Gift Aid
- UK Agencies such as DWP, Benefit or Tax Inspectors or Police. Consideration will be taken of your rights and freedoms and, also, the legal obligations of Arc
- Third-party IT provision or software providers – any such transfer will be subject to the formal agreement of the third-party provider to ensure protection of your personal data

Data is not shared with or transferred to any country outside the EU

## **How long do we keep your information?**

Arc will keep your personal data only as long as it remains relevant, accurate and is absolutely necessary to conclude the purpose(s) for which it was collected in accordance with Arc's Data Protection and Retention of Records policy.

Notwithstanding the above, we will retain documents (including electronic documents) containing personal data:

- To the extent that we are required to do so by law
- If we believe that the documents may be relevant to any ongoing or prospective legal proceedings; and
- In order to establish, exercise or defend our legal rights

Data will be destroyed via secure means when no longer required.

## **Access to your information and correction**

Arc observes individual's rights to access, rectification or erasure of their data within Data Protection and GDPR legislation.

If you wish to request a copy of the personal data we hold about you, you can do so by contacting the Data Protection Officer, details as below. Subject to the complexity of the data held, Arc will endeavour to provide copy data within a period of one calendar month from the date the request is received.

Similarly, if you wish to rectify any of the data held about yourself or request full or partial erasure you should make such a request to the Data Protection Officer. Any such request will be considered within the legitimate interest of the business and the individual, taking into account business need, safeguarding and best interest considerations.

Where you have provided us with your consent to hold your data, for any specific purpose, you have the right to withdraw that consent at any time.

## **How to contact us**

In the first instance, you can contact the fundraising team who will undertake to assist your queries.

You can also contact Arc Data Protection Officer as follows:

Victoria Hobbs  
7 The Crescent  
Taunton  
TA1 4EA  
[vhobbs@arcinspire.co.uk](mailto:vhobbs@arcinspire.co.uk)

Or if you wish to make a complaint to the supervising authority or find out more about Data Protection obligations, please contact

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113