



Privacy Policy

Updated on 16th October 2020

At BASICS Devon we're committed to handling our supporter's personal information securely, responsibly and always aim to be transparent.

This policy explains how we store your information that you share with us, how we use it and how we do our best to protect it.

Our contact details

Name: BASICS Devon (British Association for Immediate Care)

Address: PO Box 165, Plymouth, Devon, PL7 9BJ

Phone Number: 01752 936299

www.basics-devon.org.uk

The type of personal information we collect

We currently collect and process the following information, this can be Personal Data that is likely to include details of donors, beneficiaries as well as job applicants and people who work for the charity as staff or volunteers (including trustees) :

- Personal identifiers, contacts and characteristics (for example, name and contact details, address and date of birth)
- Email address
- Place of work and position if applicable
- Any donations made by you to the charity

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Made a donation to the charity either in person or online
- Subscribed to our e-news email list via Mailchimp

We also receive personal information indirectly, from the following sources in the following scenarios:

- Online Giving platforms such as Total Giving and social media.

We use the information that you have given us for:

- Administration, research and analysis to help develop the charity
- Keep you up to date with our activity if you have instructed and agreed for us to do so
- Understand our supporters and how better to reach them and their needs.

We will use your Personal data to process your donation(s). We never share your details.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting fundraising@basics-devon.org.uk

(f) We have a legitimate interest.

How we store your personal information

We do our best to ensure that your information is securely stored. For example, we use a secure internet connection and GDPR compliant database.

We keep your personal data for 5 years. We will then contact you to check if you wish for us to keep you on our database or we will dispose of your information by permanent deletion if stored electronically, including all back up files and shredding for all printed documents.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request which will need to be in writing, we have one month to respond to you.

Please contact us at fundraising@basics-devon.org.uk, or call 01752 936299 if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at:

BASICS Devon
PO Box 165
Plymouth
Devon
PL7 9BJ

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>