DONOR AND SUPPORTER PRIVACY NOTICE

Who This Notice Applies To

This Privacy Notice applies to individuals who support Sight Support Derbyshire through donations, fundraising activities, events, sponsorship, Gift Aid declarations, campaigns or other forms of charitable support.

This notice explains how Sight Support Derbyshire collects, uses, stores and shares personal information relating to donors and supporters.

For the purposes of data protection legislation, Sight Support Derbyshire is the data controller.

Contact Details

If you have any questions about this Privacy Notice or how your personal information is used, please contact:

Sight Support Derbyshire
2a Wentworth House
Vernon Gate
Derby
DE1 1UR

Telephone: 01332 292262
Email: enquiries@sightsupportderbyshire.org.uk

What Information We Collect

The charity may collect and hold information including:

- Name and contact details.
- Records of donations and fundraising activities.
- Gift Aid declarations.
- Communication preferences.
- Event registration information.
- Correspondence and enquiries.
- Payment-related information where necessary.

We will only collect information that is relevant to our fundraising and supporter engagement activities.

How We Obtain Information

Information may be obtained:

- Directly from you.
- Through donations made online, by post, by telephone or in person.
- Through participation in fundraising activities or events.
- Through correspondence and enquiries.
- From fundraising platforms or payment providers acting on your instructions.

Why We Use Your Information

The charity uses personal information to:

- Process donations and fundraising income.
- Administer Gift Aid claims.
- Thank supporters for their support.
- Manage fundraising events and activities.
- Communicate with supporters about the work of the charity.
- Respond to enquiries and requests.
- Maintain accurate financial and supporter records.
- Meet legal, financial and regulatory obligations.

Our Lawful Bases for Processing

Sight Support Derbyshire generally processes donor and supporter information on the basis of its **legitimate interests**, namely maintaining relationships with supporters and raising funds to support the charity's work.

Where required by law, or where marketing communications require consent, the charity will seek consent separately and provide information about how consent may be withdrawn.

Who We May Share Information With

We will not sell your personal information.

Where necessary and lawful, information may be shared with:

- HM Revenue and Customs (HMRC) for Gift Aid purposes.
- Payment processors and fundraising platforms.
- Professional advisers, auditors and regulators.
- Organisations providing services on behalf of the charity.

Information will only be shared where it is necessary and appropriate to do so.

How We Keep Information Secure

Sight Support Derbyshire takes appropriate technical and organisational measures to protect personal information.

These measures include:

- Restricted access to records.
- Secure information systems.
- Password protection and multi-factor authentication.
- Staff training and confidentiality obligations.
- Secure storage and disposal procedures.

How Long We Keep Information

As a general principle, donor and supporter records will be retained for **seven years after the charity's last meaningful contact with you**, unless a different retention period is required by law or for legitimate operational reasons.

When information is no longer required, it will be securely deleted or destroyed.

Your Rights

Under data protection legislation, you have rights in relation to your personal information, including the right to request access to information we hold about you, to ask us to correct inaccurate information and to object to certain types of processing.

Some rights apply only in particular circumstances and may be restricted where the charity is required to retain or continue processing information for lawful purposes.

If you would like more information about your rights, or wish to make a request relating to your personal information, please contact us.

Complaints

If you have concerns about how your personal information has been handled, please contact Sight Support Derbyshire in the first instance.

You also have the right to complain to the Information Commissioner's Office (ICO).

Website: www.ico.org.uk
Telephone: 0303 123 1113

Changes to this Notice

This Privacy Notice may be updated periodically to reflect changes in legislation, guidance or the charity's activities.

Version: 1.0
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