



Privacy Policy

Respite for Veterans respects the privacy of your personal data.

Please read this privacy policy carefully as it contains important information on who we are and how and why we collect, store, use and share your personal data. It also explains your rights in relation to your personal data and how to contact us or supervisory authorities in the event you have a complaint.

1. KEY TERMS

We, us, our, RFV	Respite for Veterans
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Data co-ordinator	Damian Lyons, Chairman 01752 294249 info@respiteforveterans.org
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Personal data	Any information which can be used to identify a living individual
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2. WHO WE ARE

RFV is an organisation who work for charitable purposes (Registration pending with the UK Charities Commission for CIO status, application No. 5214232) We collect, use and are responsible as “controller” for certain personal information about you and are regulated under the General Data Protection Regulation and other laws, most of which apply across the European Union (including in the United Kingdom).

3. THE PERSONAL INFORMATION WE COLLECT AND USE

a. Information collected by us from you

In the course of our charitable activities, we collect some of the following personal information when you provide it to us: your name, date of birth, address, e-mail address and phone number, personal description, military service, donor and volunteer history, and photograph. We may also retain limited medical and mobility restriction information if you freely provide it.

If financial information is collected (debit or credit card details) to enable a specific financial transaction this information will not be kept once the transactions has taken place. If you complete a Gift Aid form we will retain that form in order to claim the Gift Aid; we will not claim Gift Aid without your consent.

You may give us information about you by filling in forms on our site (www.respiteforveterans.org) or by corresponding with us by telephone, e-mail or otherwise. This includes information you provide when you register to attend one of activities or events, donate

funds to the charity, volunteer to support the charity, participate in discussion boards or other social media functions on our site, enter a competition, promotion, or survey and when you report a problem with our site.

b. Information collected from other sources

i. Information we collect about you

With regard to each of your visits to our site we may automatically collect the following information:

Technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, the full Uniform Resource Locators (URL), your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform and cookies. Our website uses cookies to distinguish you from other users of our website.

This helps us to provide you with a good experience when you browse our website and allows our web provider to improve our site. Cookies are small data files that may have unique identifiers, and reside, among other places, on your computer or mobile device, in emails we send to you, and on our web pages. For example, we use cookies to see whether you are logged in, which areas and features are popular and to count visits to our Sites. Cookies may also transmit information about you and your use of the site, such as your browser type, search preferences, data relating to advertisements that have been displayed or that you have clicked on, and the date and time of your use.

ii. Information we receive from other sources

We may from time to time receive information about you through third parties we work with, including other charities who refer you to us to take part in our events.

4. HOW WE USE YOUR PERSONAL INFORMATION

We use personal information primarily to ensure that RFV events and activities are delivered safely and appropriately, and provided to those who will benefit most from them. In addition, we use your personal data for purposes described in this Policy or disclosed to you on our site. For example, we may use your information:

- a. to allow you to register to a secure, online portal to be accessed exclusively by wounded, injured and sick personnel and veterans with disabilities in order to communicate with the charity and other registered users;
- b. to make suggestions and recommendations to you about goods or services that may interest you or them;
- c. to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- d. to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
- e. to respond to your comments and questions and provide customer service;

- f. as part of our efforts to keep our site safe and secure;
- g. to process and deliver competition entries and prizes.

We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

5. WHO WE SHARE YOUR PERSONAL INFORMATION WITH

We will share personal information with law enforcement or other authorities if required by applicable law.

We may provide appropriate private information to any third party that delivers events on our behalf and if there is a justifiable (legal, Health & Safety, compliance) reason to do so. Otherwise, we will not share your personal information with any other third party.

6. REASONS WE CAN COLLECT INFORMATION AND WHETHER YOU HAVE TO PROVIDE IT

The provision of your personal data is legitimately required to enable us to fairly and appropriately inform and allocate opportunities to our beneficiaries, donors and volunteers. We will inform you at the point of collecting information from you, whether you are required to provide the information to us.

7. HOW LONG YOUR PERSONAL INFORMATION WILL BE KEPT

We will hold your personal data as listed above for a period not exceeding 5 years from the time of your last engagement with the RFV.

8. WHERE WE STORE YOUR PERSONAL DATA AND HOW WE KEEP IT SECURE

We shall collect, store and use ('process') your personal data in a manner that is compatible with the General Data Protection Regulation. By submitting your personal data, you agree to the obtaining of this data by the RFV for us to store and process it.

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

9. YOUR RIGHTS

Under the General Data Protection Regulation, you have a number of important rights free of charge. In summary, these include rights to:

- a. fair processing of information and transparency over how we use your use personal information
- b. access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to provide
- c. require us to correct any mistakes in your information which we hold
- d. require the erasure of personal information concerning you in certain situations
- e. receive the personal information concerning which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations
- f. object at any time to processing of personal data concerning you for direct marketing
- g. object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- h. object in certain other situations to our continued processing of your data
- i. otherwise restrict our processing of your personal data in certain circumstances

For further information on each of these rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner's Office (ICO) on individuals rights under the General Data Protection Regulation.

If you would like to exercise any of those rights, please:

- j. email, call or write to us or contact our Data Coordinator
- k. provide us with proof of your identity and address and
- l. let us know the information to which your request relates.

If you would like to unsubscribe from any correspondence, you can access your preference page by clicking the connect button on emails we send to you or you can write to us at The Not Forgotten Offices. Please note it may take up to seven days for your change to take effect.

10. HOW TO COMPLAIN

We hope that we can resolve any query or concern you raise about our use of your information. The General Data Protection Regulation also gives you the right to lodge a complaint with a supervisory authority, in particular with the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113.

11. CHANGES TO THIS PRIVACY POLICY

Any changes we may make to our privacy policy in the future will be posted on our web page. Please check back frequently to see any updates or changes to our privacy policy.

12. HOW TO CONTACT US

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to:

Damian Lyons, Chairman
Respite for Veterans Data Privacy Co-ordinator
01752 294449
info@respiteforveterans.org