

UK Care4Thailand Privacy Policy

Introduction and general terms

UK Care 4 Thailand promise to take great care with your personal data and commit to protecting any personal information we obtain about you, whether you are a financial supporter, volunteer, partner or campaigner.

This Privacy Policy sets out how and why we obtain, use and protect personal information if you interact with us in one of these roles.

In the event that you work with us in another way there may be a separate Privacy Policy which describes how we use that data.

Who we are

UK Care 4 Thailand is a registered UK charity (#1078017) that has been in operation since 1999.

Our registered address is 26 Tempest Mead, North Weald, Epping, CM16 6DY.

This Privacy Policy relates to information which is obtained by UK Care 4 Thailand and for which UK Care 4 Thailand is the Data Controller.

Purpose

UK Care 4 Thailand 's purpose is to bring hope and a future to some of the most vulnerable and needy children in Thailand, to assist those in need of help.

Our supporters help us to achieve this in a variety of ways, primarily by fundraising, donating money in order to support our programme of work or volunteering at events and in our offices.

Why we hold and process supporters' personal data

We hold and process supporters' personal data for a number of reasons:

- To keep a record of donations made and actions taken by our supporters and our communications with them.
- To send our supporters marketing information about our projects, fundraising activities and appeals where we have their consent or are otherwise allowed to.
- To support volunteers.
- To support community based fundraising and campaigning.
- To claim gift aid on donations.
- To keep people safe.
- To comply with legal obligations.
- To manage our organisation.
- To ensure we do not send unwanted information to supporters or members of the public who have informed us they do not wish to be contacted.

Our Legal Basis for processing personal data

The reasons why we hold and process personal data are underpinned by a "legal basis" under GDPR.

Legal compliance

If the law requires us to, we may need to collect and process your data. For example, where you sign up to the Gift Aid scheme, we will process your data for the purposes of submitting a Gift Aid claim to HMRC.

Legitimate interest

In specific situations, we process your data to pursue our legitimate interests in ways which might reasonably be expected and which do not materially impact your rights, freedom or interests. UK Care 4 Thailand 's use of legitimate interest includes the following:

Sending information to keep our supporters updated on UK Care 4 Thailand 's projects, fundraising activities and appeals. We will only do this where we have reason to believe that this information will be of interest. We make it easy for you to opt out at any time from these communications.

We analyse your previous support of UK Care 4 Thailand in order to offer relevant ways of supporting UK Care 4 Thailand in the future.

To help identify businesses who may wish to support UK Care 4 Thailand , we send emails to individuals where relevant to their job, for instance people working in Corporate Social Responsibility.

Public Interest

In limited situations we may use data in the public interest. It is likely to be in the public interest to collect data to prevent crime or dishonesty, ensure that we are fair in our practices by carrying out equality and diversity monitoring, or safeguard the wellbeing of people with whom we work.

Consent

Wherever possible, we will ask for your consent to send you marketing information. We will do this through a clear statement of what you will receive and allow you to select only those channels that you wish to hear from us by.

Photographs of beneficiaries are only processed with the consent of the beneficiary or their parent/guardian.

When we collect information about you

UK Care 4 Thailand may collect your personal data in the following circumstances:

When you give it to us DIRECTLY

You may give us your personal data directly when you make a donation, take part in a campaigning action, volunteer or when you communicate with us.

When you give it to us INDIRECTLY

You may give us your information indirectly when you sign up to events run by independent third parties who will pass your data to UK Care 4 Thailand where you have indicated that you wish to support UK Care 4 Thailand and have given your consent or it is a necessary part of completing a contract with you.

When you access UK Care 4 Thailand 's Social Media

We might also obtain your personal data through your use of social media such as Facebook, Twitter or Instagram, depending on your settings or the privacy policies of these social media and messaging services. To change your settings on these services, please refer to their privacy notices or the NCSC website.

When the information is publicly available

We might also obtain personal data about individuals who may be interested in giving major gifts to charities or organisations like UK Care 4 Thailand . This information may include newspaper or other media coverage, open postings on social media sites. UK Care 4 Thailand will not retain publicly available data relating to major donors without their consent, which will be sought at the earliest practical opportunity. Where we decide not to make contact, we will delete all personal data obtained, other than basic contact details, to which we will apply a suppression flag to ensure we do not make contact in the future.

Cookies

Our website does not use cookies.

What information might UK Care 4 Thailand collect about you?

Trustees (UK Based)

We collect the name and contact details of our trustees in order that we can support their activities and make appropriate reports to the Charities Commission.

Donors and Supporters (Worldwide)

We collect the name, email address, banking details, IP address and phone number of individuals wishing to make a donation. We also process donations via our "Give as you Live" portal. We update supporters with a progress report on any specific project or individual that they support.

Volunteers (UK Based)

We collect the name and contact details of our volunteers in order that we can support their activities.

Tonkla Staff and Volunteer Community Workers (in Thailand)

We have joined forces with the 'Tonkla' organisation who have been actively working within the NE of Thailand for the last 15+ years. Tonkla staff are very well known to us, trusted and very experienced in what they do. They process the personal data of the beneficiaries in accordance with Thai Law. This includes the Nickname of the Student, their school and Data of birth, details of their family setting and any photographs (where consent is given).

Recipients/Students/Community Projects (in Thailand)

Receipts of our support are allocated a "recipient number" in Thailand. This number is used as the means of reporting on the progress of the individual or project to individual donors. Occasionally photographs will be shared (with consent) and the Donor may be escorted to visit their beneficiary in Thailand as part of an organised visit.

How will UK Care 4 Thailand use your personal data?

UK Care 4 Thailand will use your personal information for the following purposes:

- **For administrative reasons, including:**
 - "service administration". For reasons related to administering any donations you have made, your tax status with regard to Gift Aid if claimed, the completion of commercial or other transactions you have entered into with us;
 - to confirm receipt of donations (unless you have asked us not to do this), and to say thank you and provide details of how your donation is being used;
 - in relation to correspondence you have entered into with us;
 - for internal record keeping so as to keep a record of your relationship with us;
 - to provide logistical and fundraising information to people who are taking part in a fundraising event in aid of UK Care 4 Thailand;
 - to communicate with UK Care 4 Thailand volunteers – to support you in your designated role or administer that role and our organisation;
 - to keep your data up to date;
 - to implement any instructions you give us to with regard to withdrawing consent to send marketing information or informing us through the Fundraising Preference Service that you do not wish to receive any marketing information;
 - to use IP addresses to identify the location of users, to block disruptive use and to establish the number of visits from different countries;
 - to protect our staff and those with whom we work, or to prevent crime and dishonesty.

- **For marketing and fundraising reasons**
- **To provide references for current and former UK Care 4 Thailand trustees, volunteers and employees**
- **Where we are legally required to do so.**

Transfer Outside the EEA

UK Care 4 Thailand will not transfer UK/EEA based individuals personal data outside the EEA on a routine basis. Where it is required to do so as part of an organised trip to Thailand appropriate standards and safeguards will be put in place to protect any data that is being shared.

How long will UK Care 4 Thailand keep your personal information?

We will hold your personal information on our systems for as long as is necessary for the relevant activity, for example we will keep a record of donations subject to gift aid for at least seven years to comply with HMRC rules.

If you request that we stop sending you marketing materials we will keep a record of your details to enable us to comply with your request not to be contacted by us.

Legacy income is vital to the running of the charity. We may keep data you provide to us indefinitely, to carry out legacy administration and communicate effectively with the families of people leaving us legacies. This also enables us to identify and analyse the source of legacy income we receive.

How to control what we send you or request we update your personal information

The accuracy of your information is really important to us. We want to ensure that we are able to communicate with you in ways that you are happy with, and to provide you with information that is of interest. If you wish to change how we communicate with you, or update the information we hold, then please contact us.

Email - You can opt out of marketing emails at any time by clicking the unsubscribe link in any marketing email from UK Care 4 Thailand .

How UK Care 4 Thailand keeps your data safe

We ensure that there are appropriate technical controls in place to protect your personal details. For example our online forms are always encrypted and our network is protected and routinely monitored.

We undertake regular reviews of who has access to information that we hold to ensure that your information is only accessible by appropriately trained staff, volunteers and contractors.

We use external companies to collect or process personal data on our behalf. We do comprehensive checks on these companies before we work with them, and put a contract in place that sets out our expectations and requirements, especially regarding how they manage the personal data they collect on our behalf, or have access to. We have a robust partner monitoring framework to ensure these contractual obligations are met.

Your rights over your personal data

You can contact us to request to exercise your rights at any time.

You have a variety of rights in respect of your data, including the rights to see, update, restrict, object to the use of or withdraw use of your data. In particular, depending upon why we hold your data, you may have the right to request:

- Access to the personal data we hold about you, including how we first obtained your details, free of charge in most cases (this is known as a 'Subject Access Request').
- The correction of your personal data when incorrect, out of date or incomplete.
- That we stop using your personal data for direct marketing.
- That we remove your personal data from our systems (known as the "Right to be Forgotten")
- *That we no longer process your data automatically to decide whether particular marketing activities are likely to be of interest, or suggest an appropriate donation level based on your previous donation history (profiling).*

Opting out of Direct marketing

You have the right to stop the use of your personal data for direct marketing activity through all channels, or selected channels. We will always comply with your request.

Right to be Forgotten

Upon request we will remove your personal data from our systems, to the extent that we are permitted to by law or regulatory guidelines. For instance under HMRC rules we are required to retain financial data for 7 years for audit purposes, and so will not be able to delete donation details until this time period has elapsed.

Opting out of profiling

Upon request we will cease using your personal data to decide whether you would be interested in particular updates and other marketing. Such requests may lead to you not hearing from us in future.

Subject Access Requests

You have the right to request a copy of the personal information we hold about you. We will provide this as soon as possible, and within a month unless there are specific reasons why this would not be possible. We will always let you know if this is likely to be the case.

Checking your identity

To protect the confidentiality of your information, we will ask you to verify your identity before proceeding with any request you make under this Privacy Notice.

If you have authorised a third party to submit a request on your behalf, we will ask them to prove they have your permission to act.

To Make a Complaint

How to find out more, or make a complaint about UK Care 4 Thailand 's approach to data protection
If you would like more information, to update your details or have any questions about this policy, please contact UK Care 4 Thailand using the following contact details:

If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

You can contact them by calling 0303 123 1113.

Or online at <https://ico.org.uk/make-a-complaint/data-protection-complaints/personal-information-complaint/>

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