



Fife Women's Aid

Privacy Notice (Donors)

This notice explains what personal data (information) we hold about you, how we collect it, and how we use and may share information about you during your support and after it ends. We are required to notify you of this information under data protection legislation. Please ensure that you read this notice (sometimes referred to as a 'privacy notice') and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

Who collects the information

Fife Women's Aid (the 'organisation') is a 'data controller' and gathers and uses certain information about you. Where the organisation is also a 'data processor', we will process information received from third parties about you.

Data protection principles

We will comply with the data protection principles when gathering and using personal information, as set out in our Data Protection Policy.

About the information we collect and hold

Personal information we collect about you may include your name, postal address, email address, phone numbers. We do not collect "sensitive personal data" about you.

We may also collect information about how our website is used and track which pages users visit. We use this information to monitor and improve our website. Where possible we use anonymous or aggregated data that does not identify individuals.

We collect and hold data to enable us to claim gift aid where relevant, to contact you as specified by you to let you know about our current fundraising and to thank you for your support. We will never share your data with anyone outwith Fife Women's Aid.

Most of the information we hold about you has been provided directly to us by you.

In some cases, we may collect data from someone else. For example, an existing supporter might feel you may be interested in supporting our work and suggest your name to us. We also collect data via service providers like JustGiving or CAF Donate.

Lawful basis for processing your personal information

Under Article 6 of the General Data Protection Regulations (GDPR) our lawful basis for processing and holding personal information is 'legitimate interest' as it is necessary for the Charities Trust to use this information in order to provide you with our services.



Where information may be held

Information will be held on our secure online data storage facility which is only accessed by us at Fife Women's Aid. All data stored in this way is encrypted. Paper copies of your information may also be stored, this will be done securely and only accessed by staff and volunteers of Fife Women's Aid.

How long we keep your information

We keep your information for a maximum of 2 years after your last donation to us. Further details on this can be found in our Data Protection Policy. A copy of this can be requested by asking your key worker or contacting the office.

Your rights to correct and access your information and to ask for it to be erased

Please contact Fife Women's Aid either by e-mail, telephone or in writing if (in accordance with applicable law) if you would like to correct or request access to information that we hold relating to you or if you have any questions about this notice. You also have the right to ask Fife Women's Aid for the information we hold and process to be erased (the 'right to be forgotten'). Please contact us if you require further information on this.

Keeping your personal information secure

Fife Women's Aid has appropriate technical and organisational measures in place to prevent the personal information we hold about you from being accidentally lost, used or accessed in an unauthorised way.

We limit access to your personal information to those who have a genuine 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.

How to complain

We hope that Fife Women's Aid can resolve any query or concern you raise about our use of your information (please refer to our complaints policy, which is available on request). If not, you can contact the Information Commissioner at ico.org.uk/concerns/ or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.