



PRIVACY POLICY

This **Privacy Policy** provides information about how we process personal information within the charity. DCCF are committed to keeping your information secure and managing it in accordance with our legal responsibilities under privacy and data protection laws (compliant with GDPR 2018).

We will not collect personal information from you unless you have specifically agreed to us doing so (e.g. through your acceptance of this Policy via an electronic tick-box/tick box or on a hard copy form). You do not have to provide your personal information to us, but we will only be able to maintain contact with you if you do so.

THE PERSONAL INFORMATION THAT WE COLLECT

When you use www.dccf.co.uk details of your browser type is not recorded by us, however on completing an online form your IP address is recorded automatically which is standard procedure to improve user experience and for fault rectification, this information is erased automatically.

Once the form details are transferred to secure cloud storage in compliance with the new regulations any data recorded by the site dccf.co.uk will be erased.

We will not collect and store personal and private information automatically or covertly.

Becoming a Friend of DCCF

We only collect basic contact information about you by the online form or by hard copy at events in order that you can make donations, raise funds and learn about what is happening in DCCF.

This will include your name and whichever contact details you prefer us to hold and have authorised.

You will not be asked to register a username and password as the site is open to the public and does not contain private segments.

Making an Award Application to DCCF

We only collect basic contact information about you by the online form or by hard copy in order that we can gather the information needed to assess your application. Any supplementary information provided by third parties (e.g. medical verification of your condition) will be treated with the same level of security as that supplied directly, it will be stored securely and will not be shared without your express consent.

As a registered charity we are obliged to store certain information divulged to us for auditing purposes in order to be accountable to the relevant authorities.

You are asked on the application form if you are prepared to assist with publicity for DCCF – your response in no way affects your application and should you decline you will not be approached further.

You will not be asked to register a username and password as the site is open to the public and does not contain private segments.

HOW WE USE PERSONAL INFORMATION

Donating through DCCF

We do not collect donations online directly ourselves, but via a third-party service (usually JustGiving) and therefore any information that you share with these sites will not be divulged to DCCF, nor will we seek such information.

Should this situation change in the future (e.g. should we initiate the facility to take remote donation/payment by credit/debit cards) we will put in the appropriate measures to ensure that only data required at the time of the transaction is requested and that it held for no longer than is needed for operational reasons.

We understand that many donors like to make direct donations anonymously. We respect this and will not publicly display names or divulge this information to any third party in respect of sponsorship/donations made via any method unless we have express permission in advance to do so.

Fundraising through DCCF

We do not collect funds online directly ourselves, but only via a third-party service (usually JustGiving) and therefore any information that you share with these sites will not be divulged to DCCF, nor will we seek such information.

Should this situation change in the future (e.g. should we initiate the facility to take remote donation/payment by credit/debit cards) we will put in place the appropriate measures to ensure that only data required at the time of the transaction is requested and that it held for no longer than is needed for operational reasons.

Where applicable, fundraisers may be asked to furnish us with details of how/when/with whom you intend to fundraise and some basic information and contact details in order that all parties can evidence the relationship for auditing purposes. In exchange we will provide, where agreed in advance, publicity and links via our website/social media to your activity and your approved online fundraising sites (usually JustGiving). We will not seek to contact your social media network contacts directly and will only promote within our own profiles.

You must ensure that any other party is content and have agreed to you providing us with their information. We would advise you to keep a record of their agreement and provide them with a copy of, or link to this Policy. This is particularly relevant if you provide us with sensitive information about them (e.g. a reference to a health condition).

You should also only contact individuals via DCCF online profiles who you know would be happy to hear from you and must not use our profiles to send unsolicited messages.

If you create a JG Page or fundraising initiative in conjunction with a club, organisation, body or association which is managed by someone other than yourself, you should ensure that the management of that club, organisation etc. agrees to the proposed fundraising and agreement of the club committee should be sought and evidence be available.

We use the personal information collected from users for several purposes:

1. Assessing Awards
2. Administering donations received
3. Providing users with fundraising related news stories and tips, updates on campaigns, fundraising or JG pages support, events, campaigns and messages of support and thanks.
4. Personalising the look and feel of DCCF.co.uk (as well as our communications with users) to fit personal preferences which you have told us about or which we have inferred from your usage of our online profiles, such as donations, and fundraising or charity page shares/likes, both on our website and, where you have given us permission via social networks (see also the Cookies and Analytics sections for more information)
5. Providing users with information on how others are using our website/online profiles, including:
 - (i) their friends (or people they are connected with) on social networks; and/or
 - (ii) other people which we have noticed the user is connected with via service usage (this uses our functionality which profiles factors including the user's connections, trends and donation history). For example, if you and one of your Facebook friends have logged in through Facebook and are both using our site we might let your friend know that you are fundraising via our site. We will only do this with items already posted in the public domain or we have appropriate permissions, or you have provided appropriate permissions to the social network as are required by privacy and data protection laws.
6. To help us prevent fraud associated with online payments.

7. Providing information to fundraisers to let them know about contributions made to their fundraising page
8. Allowing other charities or parties with whom we are liaising to have visibility of the donations made to us/them, so they can track the total donations (in an anonymous form, unless the donor provides appropriate permissions)
9. Allowing partner charities to understand which fundraisers within DCCF are fundraising for their benefit and (where appropriate) display information on their own websites about published fundraising activities and otherwise communicate with fundraisers in relation to that fundraising.
10. Allowing other sites to promote public fundraising and crowdfunding activities for DCCF, to support giving to those and other activities associated with them.
11. Where the donor provides appropriate permissions, to allow fundraisers, partner charities and JG Page creators to:
 - (i) provide that donor with more details about their activities and/or
 - (ii) contact individual donors to pass on a thank you message
12. Information supplied by any person may be used to consider for inclusion in the DCCF fundraising awards. If a fundraiser is shortlisted for an award we would contact the fundraiser before making their nomination public.
13. Allowing companies, where considered appropriate to review their employees' participation in activities, where employees have agreed to them doing so.
14. Improving the service we offer - for example you may be asked to complete an online user satisfaction surveys.

The creator of a fundraising page/event you donate to will be provided with your name (but not your email address, unless you have given permission). We require all third-party fundraising page/event organisers to keep this information safe and secure.

We do not provide any personal information to a charity or JG Page creator relating to your donations unless we have your permission to do so (or where we are required to do so by applicable law).

If you allow us to pass on your details to a fundraiser, charity or JG Page creator, you may receive further correspondence from them including emails telling you more about their activity and to thank you for your donation.

If you do not allow us to pass on your details to them for these purposes you will be anonymous to them (except for a fundraising page creator, as above) and they will not be able to contact you in this way.

Any further correspondence you receive from them will not be governed by this Policy; it will be governed by their privacy policies (if applicable) and you may ask them to stop communicating with you by contacting them in accordance with the terms of their privacy policy (if applicable) and the relevant laws.

We will only use your information where we have obtained appropriate permissions from you (e.g. with tick boxes) and will only use the information in accordance with this Policy, or where it is required and authorised by law.

COMMUNICATIONS FROM US

Where you have indicated you would like to receive updates we may send information in the form of email alerts and newsletters to tell you about developments in our activities

Where you have indicated that you would like to receive these communications from us, we will use your personal preferences which you have told us about and/or which we have inferred from your service usage.

You can also unsubscribe from receiving all electronic messages by following the "unsubscribe" instructions included in our communication or by letting us know by email that you wish to change your preferences

PROVIDING INFORMATION TO OTHERS

We work closely with several trusted partners with whom we need to share personal information to help us operate the DCCF service. These include:

- Banks and payment providers - to authorise and complete payment transactions;
- In relation to creators of JG Pages or similar donation portals, third party identity checking or credit reference agencies - for the purposes of identity checking and bank account verification;
- Organisations within the payment card industry to help prevent online fraud;
- Law enforcement bodies in order to comply with any legal obligation or court order and, where we are otherwise requested to provide information, we may provide it but only in accordance with applicable privacy and data protection laws;
- HM Revenue & Customs, but only if we need to authorise claims for Gift Aid or other forms of tax efficient ways of giving; and
- Partner charities but only as set out above.

WORKING WITH OTHER SERVICE PROVIDERS

We may also provide information to third party service providers who process information on our behalf to help run some of our internal business operations including email distribution, IT services and customer services in this case it will be ensured that these providers are aware of their obligations regarding privacy and data security.

We will only share information with such organisations where we believe it is necessary for a legitimate reason connected with the services we offer and to facilitate our operations. You agree that we may disclose or share your personal information with such partners in order that we may operate DCCF services.

For operational reasons, we transfer personal information to service providers who help us manage our systems and processes (such as card payment providers), and to deliver our services to users.

These service providers and group companies may be located in the UK, other countries in the European Economic Area or elsewhere in the world. Different privacy laws may apply in these countries and you understand and unambiguously consent to the transfer of personal information to these countries, group companies and service providers.

We only make these arrangements or transfers where we are satisfied that adequate levels of protection are in place to protect any information held in that country or that the service provider acts at all times in compliance with applicable privacy laws. Where required under applicable laws we will take measures to ensure that personal information handled in other countries will receive at least the same level of protection as it is given in your home country.

In the event your personal information is transferred to a foreign jurisdiction, it may be subject to the laws of that jurisdiction and we may be required to disclose it to the courts, law enforcement or governmental authorities in those jurisdictions but we will only do so where required by applicable laws.

KEEPING INFORMATION SECURE

We have invested significant resources to protect your personal information, from loss, misuse, unauthorised access, modification or disclosure. No internet-based site can be 100% secure and we cannot be held responsible for unauthorised or unintended access that is beyond our control.

We have also taken steps to ensure that all hard-copy data is stored only for as long as is required and that it is stored securely.

A Trustee has been appointed as the Responsible Person for the security of data storage and the appointed Data Processors are aware of their obligations to ensure that the charity's legal requirements are met.

UPDATING YOUR ACCOUNT AND PREFERENCES

Please notify us of any changes to your personal information which you have provided to us. You can do this by email, contacting us using the postal details below or telephoning the charity for advice.

KEEPING YOUR RECORDS

We keep records for as long as required to operate the service in accordance with legal, tax and accounting requirements. Where your information is no longer required, we will ensure it is disposed of in a secure manner and, where required by law we will notify you when such information has been disposed of.

ANALYTICS AND SOCIAL MEDIA PLUGINS

We use analytics tools on our website to progress our online presence, identify service issues and to improve content. These tools are provided by third-party service providers and may include the collection and tracking of certain data and information regarding the characteristics and activities of visitors to our website. We will not disclose data, including personal information, to such third-party services providers. One of these providers is Google Analytics and the way their analytics service operates is set out in their [privacy policy](#).

We use an email service to distribute emails to our subscribers, this service is provided by SendPulse, data is stored in line with their [privacy policy](#). This service enables us to analyse whether information is reaching the intended recipients and gives us the information required to take further action. By subscribing to our emails, you understand and unambiguously consent to the analytical data being collected, this information is not shared and is used solely to provide the best service.

If you use buttons on our website linked to social media or similar sites (for example "Like" and/or "Share" buttons), content from our website may be sent back to other website and, depending on your privacy settings, may be privately or publicly visible (for example to friends, followers or generally to anyone who has access to your profile page).

COOKIES

Our website dccb.co.uk does not use cookies (small computer files which are downloaded onto your device and collect information about the way in which you navigate and use the internet).

ACCESS RIGHTS

You have the right to request copies of your personal information within our custody and control and details of how we use that information. If you think any of the personal information we hold about you is inaccurate, you may also request it is corrected. You also have a right, in certain circumstances to require us to stop processing your personal information.

In relation to these rights, please email or write to us at the address below. Please note that we may, where permitted under applicable law, charge a small administrative fee and / or request proof of identity.

Complaints Process: If you have a complaint about how we have handled your personal information you may contact us using the details below and we will investigate your complaint.

Third party sites

This Policy only applies to the dccb.co.uk site. If you land on our site from other websites (or move to other sites from our website) you should read their separate privacy policies.

Updates

We keep this Policy under regular review and place updates on dccb.co.uk from time to time. Please review this policy periodically for changes. We will notify material changes we make to this Policy online and, where required under applicable privacy and data protection legislation, we will appropriately notify or give you the option to consent to changes to the Policy. If you do not accept the amended Policy, please do not continue to use the website.

CONTACT

If you have any questions about this Policy, or would like to exercise your rights with respect to your personal information, please contact us via info@dccb.com or write to:

Slipway, 36 Dorset Lake Avenue, Poole BH14 8JD