

# Privacy notice for supporters

## CONTENTS

1. Who we are and what we do
2. How do we collect information from you
3. What personal information to we collect from you and why
4. Marketing Information
5. How do we keep your information safe
6. Who sees your personal information
7. How long do we keep it
8. What are your rights
9. Breaches of confidentiality, questions and complaints

### 1. Who we are and what we do

Centre 33 is a young people's charity working in Cambridgeshire and Peterborough. We offer free and confidential support and information to young people with regards to their mental health, caring status, or issues around housing, sexual health, and money worries. It is important to us that you feel safe sharing your information with us. Don't hesitate to ask questions if you're unsure about what will happen to your information. We promise to look after it carefully. Centre 33 regards confidentiality as part of our duty of care and professional obligation towards all our funders and supporters. It is one of our core values and underpins the effectiveness of the work we do. We comply fully with the General Data Protection Regulations

### 2. How do we collection information from you?

We obtain personal information from you when you make a donation, fundraise for us, sponsor another fundraiser, make a fundraising enquiry, or otherwise provide us with your personal information.

To increase income to make sure that we can sustain our services for young people, we look for potential new supporters and donors. This will include trust and grant funders, local businesses/corporates, community groups and high net worth individuals/major donors. We may receive recommendations from our existing network and / or complete our own research, which will only ever involve collecting basic information in the public domain, such as from organisations' websites, LinkedIn profiles, Companies House, etc. This will involve understanding their history of charitable giving, capacity to give and potential connections to Centre 33. When making an approach to new funders and supporters, we will make it clear who we are, what we do and why we are getting in touch.

### 3. What personal information do we collect from you and why

We might collect any or all of the following types of information from you depending on the nature of your contact with us:

Personal information	Why do we collect it
Name, address, phone numbers, email	<p>So that we can acknowledge all gifts, thank you following a donation and provide updates in relation to your donation so that you can understand its impact. This could include inviting you to events.</p> <p>We aim to thank every individual, group or organisation that donates to Centre 33 or fundraises for us, usually by phone, email or letter. We will also send updates from time to time so that our supporters can see how their support has made a difference, say thank you or share other ways people can support Centre 33's work. We will only send updates by email if someone has agreed we can contact them in this way.</p> <p>To enable us to respond to any enquiries you may have about giving to Centre 33.</p> <p>To enable us to claim Gift Aid, where you have given us your consent to do so.</p> <p>As part of a full record of your giving history so we are able to understand our supporters and their motivations. This enables us to best serve you and maximise the income raised to help us deliver our services.</p>
Gift Aid Declaration	To enable us to claim Gift Aid. We will only claim Gift Aid on your behalf if you have consented for us to do so.
Details of your donation, funding, or fundraising, including any pledges (amount, date given, reason for giving, any restrictions, etc.)	<p>To process your donation.</p> <p>As part of our legal requirements to record and report all income.</p> <p>To give us a full picture of our income, so that we can budget and forecast, enabling us to see any funding gaps and potential risks. It also allows us to analyse performance so that we can plan for the future and increase income.</p> <p>This could include details in a Will so that we can administrate any gifts left to Centre 33 and honour the wishes of the deceased, as well as communicate with the executors and next of kin.</p> <p>As part of a full record of your giving history, which helps us thank and steward you should you give to the charity</p>

	again and / or leave a gift in your Will.
Personal preferences, including communication consents	So that we can tailor communications, including funding appeals and event invites, to your preferences
Photographs	We may take or request photographs in relation to your donation or fundraising activity. We use these to publicise fundraising events, campaigns, and activities. We will always ask for your consent to use these.

#### 4. Marketing

We may contact supporters with news from Centre 33, for example by post, email or phone. This news may include updates about our work and services, information about events, fundraising campaigns and appeals, and opportunities to get involved. We will only send updates by email if someone has agreed we can contact them in this way – they may consent to receive updates when signing up through our website, or when making a donation through our website or through a third-party platform such as JustGiving or Virgin Money Giving, or by giving another form of verbal or written consent.

#### 5. How do we keep your information safe

We take the security of your personal information extremely seriously.

We keep your information safe on a secure web-based management system called [Donorfy](#) which has limited access for appropriate staff only. Where we need to keep paper files, these are kept locked on all premises.

Some partner companies have access to our systems (for example our IT maintenance company), but they comply with the GDPR also.

We do collect personal data when you make a donation through our website. This is channelled straight into Donorfy. We hold an SSL certificate to ensure safety. We do not use cookies on our website. Your data will also be stored by our secure payment providers, [Stripe](#) for one-off donations and [Go Cardless](#) for monthly donations.

Data is also collected if you make a donation or fundraise for us through a third-party platform such as [JustGiving](#) or [Virgin Money Giving](#).

We use [MailChimp](#) to manage our mailing list and to send out newsletters.

#### 6. Who sees your personal information?

We want to assure you that your personal information will be respected and protected from unauthorised disclosure wherever possible. We recognise that the right to confidentiality is rooted in Common Law, in the GDPR 2018, the Human Rights Act 1998 and in the Ethical Framework of professional bodies such as the BACP, to which we subscribe.

Only necessary staff, such as members of our financial and fundraising teams, will have access to your personal data.

Details of all donations and income will be included in our annual accounts, which are shared with the HMRC and Charity Commission and published on their respective websites. This information is also included in our annual impact report. No personally identifiable details of individual donors will be published and will be presented in an anonymised format as part of an overall picture of our income. Unless otherwise instructed, we will include full details of donations and income from key funders, including contract funders, trust and grant funders, corporate partners, and community groups.

We like to thank and promote our key supporters, such as contract funders, trust and grant funders, corporate partners, and community groups. This includes adding their logo and name to the [supporters section of our website](#). We will always seek consent to do so, which could be included in the terms and conditions of any funding agreement. We may also thank the funder and promote any partnerships and funding on other areas of our website or our social media channels.

We will not publish personal recognition from an individual donor unless consent has been given by the donor.

Where a fundraiser has set up a public fundraising page, such as on JustGiving or Virgin Money Giving, we may share details of this on our website and social media channels.

To claim Gift Aid, we are required to share details of your donation, plus your name and address, with the HMRC. We must keep records of all Gift Aid declarations as the HMRC can ask to see these at any time.

When requested, we are able to anonymise donations and gifts.

We will never sell or share your personal information with an organisation for their marketing activities.

## **7. How long do we keep your personal data?**

You can unsubscribe from email updates at any time via the link in the footer of emails you receive from us. You can stop receiving any updates from us by getting in touch with us.

We are required by HMRC to keep Gift Aid declarations on record for six years, or if they are 'enduring' (i.e. covering regular donations) we must keep them permanently, unless the individual stops giving.

We will only keep your personal data related to your giving and donations for as long as is necessary, this will include allowing us to claim Gift Aid, for financial reporting and assessment of performance, to send you marketing communications, and so that we have a full history of your giving, which may mean we keep data until either you request that we remove or anonymise your data, we are advised that you have died or on the fulfilment of any gift left to Centre 33 in your Will.

## 8. What are your rights?

1. The right to access your personal information
2. The right to edit and update your personal information
3. The right to request to have your personal information deleted
4. The right to restrict processing of your personal information
5. The right to object to marketing
6. The right to lodge a complaint with a supervisory authority

You may ask us about this at any time.

What if I want to withdraw or ask to see my information?

If you are a supporter and would like to withdraw your personal information or anonymise details of your donation, you can do although this may mean that we are unable to claim Gift Aid or offer the best possible service to you.

You can ask to see your donor record at any time. You must request this through the Data Protection Officer. Any subject access requests will be handled by the Data Protection Officer promptly and within the required time limit of one month.

If you would like to stop receiving updates from us, please let us know at [hello@centre33.org.uk](mailto:hello@centre33.org.uk). You can opt-out of email updates using the 'unsubscribe' link at the bottom of a message.

## 9. Breaches of confidentiality, questions, and complaints

Please get in touch at any time if you have questions about how we keep your information safe. If you are concerned there has been a breach of confidentiality regarding your personal data, please let us know.

**CONTACT: 33 Clarendon Street, Cambridge CB1 1JX**

**email: [hello@centre33.org.uk](mailto:hello@centre33.org.uk)**

**Tel: 0333 4141809**

You can also have a right to complain to the ICO (Information Commissioners Office) on 0303 123 1113.

*Notes:* We strive for continuous improvement in our services, processes and protecting data. We will therefore update this privacy notice from time to time. It will always be on website for you to review. There is a separate policy for personal data concerning staff and volunteers of Centre 33. There is a separate policy for the personal data Young People at Centre 33. The Centre 33 Board of Trustees recognises its overall responsibility for ensuring that Centre 33 complies with its legal obligations.

*This Privacy Notice was updated November 2023*