



Care and Relief for the Young

Sovereign Place
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Southampton
SO30 4BZ
UK (Registered office)

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WWW.CRY.ORG.UK

Privacy Notice

This Privacy Notice explains what to expect when Care and Relief for the Young (CRY) collects and uses your personal information. We would encourage you to read it carefully.

Our Promise

Care and Relief for the Young (CRY) promise to collect, process, store and share your data safely and securely, by ensuring that:

- **Your experience is the most important thing:** the way that we process your data will always be to make your experience better, and improve what we offer you.
- **You will always be in control:** Your privacy will be respected at all times, and we will put you in control with clear choices.
- **We will be transparent:** We will be transparent about the data that we are collecting and how we use it so that you can make informed choices.
- **We will be secure:** We will protect the data that you trust us with. This means we will use appropriate security measures and controls. We will also make sure that other businesses we work with are just as careful with your data.

CRY are committed to respecting your privacy and ensuring the personal information you have entrusted to us is processed in accordance with the Data Protection Act 1998 and the Privacy & Electronic Communications Regulations 2003. These laws were updated in May 2018 to strengthen your rights and give you control over the personal information that organisations hold about you.

Who we are and how you can contact us

We are Care and Relief for the Young, also called CRY.

Registered office: CRY, Sovereign Place, Upper Northam Road, Hedge End, Southampton, SO30 4BZ

Telephone: 01489 788 300

Email: ukoffice@cry.org.uk

Registered Charity No: 1011513

Registered Company No: 02710775

ICO Registration Number: ZA347141

Registered Charity No. 1011513

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registered in England under company number 02710775

If you have any questions or feedback about the way that your data is handled, you can contact our Data Protection Officer/ Data Protection Lead:

Name: Chris Tait

Email: ukoffice@cry.org.uk

How We Collect Personal Information

We collect personal information directly from you when you make the decision to become a project sponsor. We also collect personal information on other occasions, for example when you donate, sign up for a loyalty card, sign up to volunteer, request information from us, etc

In addition, we may use the Royal Mail's postcode finder, National Change of Address update (NCOA) or the electoral roll to check the accuracy of the address we hold; and we may collect information made available publicly by the Charity Commission or Companies House.

The Personal Information We Collect

Depending on your interactions with us, we may collect, use, store and transfer different kinds of personal data about you:

- Identity Data: your name, title, date of birth
- Contact data: your location, postal address, postcode, email and telephone/mobile number
- Transactional data: Details of the donations you have made, and any products or services you have purchased from us
- Technical data: internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types, operating system and platform
- Profile data: purchases, your preferences, feedback and survey responses, preferences and interests (about whether you are interested in certain information and events that we offer)
- Financial information: such as your bank details and whether you are a UK taxpayer
- Marketing and communications data: your preferences in receiving marketing from us and your communication preferences
- CV data: previous employment history, education, awards and references

Sensitive Personal Data

The Data Protection Act recognises some information as 'sensitive personal data'. This includes, but is not limited to, information which reveals your religious beliefs, race or ethnic origin. CRY will always treat any sensitive personal data we process with the greatest care and process the information in accordance with the Data Protection Act.

Storing your Data

When you give us your details, you agree to us recording your details on our secure database, so we can provide you with the best possible service every time you contact us. We hold your personal information for as long as required to provide you with the information or services you have requested, to administer your relationship

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with us, to inform our supporters' preferences, to comply with the law or to ensure we do not communicate with people who no longer wish to hear from us.

Why We Collect Your Personal Information

We collect your personal information:

- To process donations
- To reclaim tax on Gift Aid donations if applicable
- To keep you informed about our work. Please see more details in **Marketing Permissions**
- To fundraise more efficiently
- To manage volunteers
- For other statutory requirements

We are only allowed to use personal data about you if we have a legal basis to do so, and we are required to tell you what that legal basis is. We have set out in the table below: the personal data which we collect from you, how we use it, and the legal ground on which we rely when we use the personal data.

In some circumstances, we can use your personal data if it is in our legitimate interest to do so, provided that we have told you what that legitimate interest is. A legitimate interest is when we have a business or commercial reason to use your information which, when balanced against your rights, is justifiable. If we are relying on our legitimate interests, we have set that out in the table below

What we use your personal data for	What personal data we collect	Our legal grounds for processing	Our legitimate interests (if applicable)
To register you as a new or prospective supporter	Identity Contact	Performance of a contract with you Legitimate Interest	To develop and grow our charity.
To process and deliver our services to you	Identity Contact Transaction	Performance of a contract with you	
To manage donations and other financial transactions with	Identity Contact	Performance of a contract with you Legal Obligation	

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us. eg Gift Aid	Transaction		
To manage our relationship with you, including notifying you about changes to our terms or privacy notices	Identity Contact Transaction	Performance of a contract with you Legal Obligation Legitimate Interest	To keep our records up to date
To enable you to partake in marketing, competitions or to complete a survey	Identity Contact Transaction	Performance of a contract with you Consent Legitimate Interest	To study how donors and supporters interact with us and grow charitable income
To administer and protect our charity and our website	Transaction Technical Usage	Legitimate Interest	Running our charity, provision of administration and IT services, network security
To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you	Identity Contact Marketing and communications Usage Profile	Legitimate Interests	To study how supporters and clients interact with us, to grow our charity and to inform our marketing strategy
To use data analytics to improve our website, services, marketing, supporter and client relationships and experiences	Technical Usage Profile	Legitimate Interests	To define types of supporters and contacts, to keep our website updated and relevant, to develop our charity and to inform our marketing strategy

Marketing Permissions

We love sharing news about how your support is changing the lives of children, young people, their families and communities. This includes sending you information about our work, news, appeals, campaigns, events, information on volunteering and prayer requests. We can only use your personal data to send you marketing messages if we have either your consent or a legitimate interest to do so

Email Marketing - We will ask for your permission to contact you by email for marketing purposes

Postal Marketing - From time to time we may send you information about our work unless you have told us you would prefer not to receive this information by post

You can ask us to stop sending you marketing messages at any time – you just need to contact us by calling us on 01489 788300 or emailing us on ukoffice@cry.org.uk, or use the opt-out links on any marketing message sent to you.

Where you opt-out of receiving marketing messages, this will not apply to personal data provided to us as a result of purchasing our services or any other transaction between you and us

Who We Share Your Information With

We only share your data with third parties, in the following circumstances:

- To fulfil services that you have engaged us to perform (eg. entering into a fundraising event, ordering something from us)
- To authorise debit/credit card payments and any other transactions authorised by you
- To verify your identity
- To administer marketing (eg. to send you email newsletters)
- To meet legal obligations, for example, for the purposes of national security, taxation and criminal investigations

We'll never make your personal data available to anyone outside of CRY for them to use for their own marketing purposes without your prior consent

Transferring your personal data outside the EEA

The EEA is the European Economic Area, which consists of the EU Members States, Iceland, Liechtenstein and Norway. If we transfer your personal data outside the EEA we have to tell you.

Limited personal information that we collect from you may be transferred to and processed in a destination outside of the EEA. In these circumstances, your personal information will only be transferred on one of the following bases

- The country that we send the data is approved by the European Commission as providing an adequate level of protection for personal information; or

- The recipient has agreed with us standard contractual clauses (SCC's) approved by the European Commission, obliging the recipient to safeguard the personal information; or
- There exists another situation where the transfer is permitted under applicable data protection legislation (for example, where a third party recipient of personal data in the United States has registered for the EU-US Privacy Shield).

Limited situations where your personal data may be transferred outside the EEA are as follows:

Purpose of Processing	Nature of the Data	3rd Party	Location	Appropriate and Suitable Safeguard
Fundraising CRM	Supporter's name, contact details and fundraising activity	Eproductive Ltd t/a "eProductive"	USA	EU-US Privacy Shield
Marketing Email Service Provider	Supporter's name and contact details	The Rocket Science Group LLC t/a "MailChimp"	USA	EU-US Privacy Shield
Survey Questionnaires	Supporter's name, contact details and any answers they have given in free text fields where they share personal data voluntarily.	SurveyMonkey Inc. t/a "Survey Monkey"	USA	EU-US Privacy Shield

To find out more about how your personal information is protected when it is transferred outside the EEA, please contact us. Before sharing any information with a third party, we will ensure that there is a data sharing agreement in place requiring that the third party protects personal data according to GDPR.

How Long We Keep Your Data

CRY will only keep your personal information for as long as is necessary to fulfil the purposes for which it is collected. When assessing what retention period is appropriate, we take into consideration any statutory requirements, the purposes for which we originally collected the personal data, the types of data we have collected,

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and whether we can fulfil the purpose by other means. After such time, we will securely delete or destroy your personal data.

Your Information Rights and Choices

You have certain rights which are set out in the law relating to your personal data. The most important rights are set out below:

- Access to a copy of the information we hold about you (known as a subject access request)
- Telling us if the information we hold is incorrect
- Telling us if you want us to stop using your personal data (including objecting to our use of your data (the right to object), ask us to delete your data (the right to erasure), or request the restriction of processing of your data.
- Withdrawing consent

There may be legal reasons why we need to keep or use your data, which we will tell you about if you exercise one of the above rights.

If you wish to exercise any of these rights, please email us at ukoffice@cry.org.uk, call us on 01489 788300 or write to us at Care and Relief for the Young, Upper Northam Road, Hedge End SO30 4BZ

Reporting Concerns or Compliments

Please contact us if you wish to raise a concern about CRY's handling of your personal information, or compliment what you think we have done well. You also have the right to lodge a complaint with the Information Commissioner's Office about how we manage your data. You can find their contact details at www.ico.org.uk. We would be grateful for the chance to deal with your concerns before you approach the ICO, so please contact us in the first instance.

Cookie Usage

The CRY website uses cookies, tracking pixels and related technologies. Cookies are small data files that are served by our platform and stored on your device. Our site uses cookies dropped by us or third parties for a variety of purposes including to operate and personalise the website and to ensure you see content that is relevant to you. Cookies help us to provide you with a better experience by allowing us to understand what areas of the website are of interest to our visitors (e.g. via Google analytics).

Most browsers will allow you to turn off cookies. When you first visit our site, you are given the option to opt-out of cookies but please be aware that this may negatively impact on your ability to view and use content on our website.

Changes to This Privacy Notice

CRY will review this privacy notice regularly and may update it at any time for example, in the event of changes in law or how we operate. Please do check our website from time to time. If there are any significant changes in the way we process your personal information we will provide a prominent notice on our website or send you a notification.