



Care and Relief for the Young

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UK (Registered office)

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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) is 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.

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

- Personal identifiers such as your title and name
- Contact details including postal address, email and telephone/mobile number
- Financial information such as your bank details
- Whether you are a UK tax payer
- Records of your contact with us

Registered Charity No. 1011513

Building a Better Future for Children

Care and Relief for the Young is a company limited by guarantee
registered in England under company number 02710775

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 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

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.

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

CRY is committed to respecting your choice to receive marketing communication. You can update your permissions and contact preferences at any time by calling us on 01489 788300 or emailing us on ukoffice@cry.org.uk

Fundraising

CRY works to rescue and restore young lives broken by poverty all around the world. We help many children around the world with nutrition, residential care, health, community support and education. We work through church partnerships and are involved in more than 35 initiatives in over 25 countries.

Fundraising is essential for CRY to make a lasting difference in the lives of Children and young people in need.

Who We Share Your Information With

CRY will never share your information with any third party outside of our organisation.

How Long We Keep Your Data

CRY will only keep your personal information for as long as it is required and in accordance with statutory requirements.

Your Information Rights and Choices

The Data Protection Act (DPA) gives you the right:

- To request in writing and securely obtain copies of the personal information CRY holds about you
- To correct or update your personal information processed by CRY
- To request CRY to stop using your personal information for marketing purposes or for any other purpose where there is no legal requirement for continued processing

If you wish to have your data removed from our database at any time then 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.

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 you personal information we will provide a prominent notice on our website or send you a notification.