



PRIVACY STATEMENT

1. Introduction

1.1 Rehoboth Children's Homes Trust (RCHT) is a UK registered charity, number 1005152.

1.2 We are committed to protecting your privacy and will only use the information that we collect about you lawfully. This policy is intended to give you an understanding of how and why we use the information you give us.

1.3 If you have any questions about this policy, please contact the Chair of Trustees at info@rehobothchildrenshomes.org or by writing to RCHT, GBC Centre, East Chadley Lane, Godmanchester, Huntingdon PE29 2BJ

1.4 Please read the following carefully to understand our practices regarding your personal data and how we will treat it. By providing us with your personal information you agree to your personal information being used and stored in the manner set out in this policy. We may update this policy from time to time without notice to you, so please check it regularly.

2. How we collect information about you

2.1 We may collect information from you in the following ways:

- (a) You make a donation to us, offer other support (including donating through "Alternative Gifts"), or respond to our mailings and appeals;
- (b) You contact us in relation to volunteering for us or to fundraise on our behalf;
- (c) You request and/or receive a copy of our newsletter or any other materials from us and ask to be added to our mailing lists;
- (d) Your details have been provided to us by someone else as a recipient of Alternative Gifts, or similar, although these will be used only for the purpose of sending you details of the Alternative Gift; or
- (e) You contact us with enquiries or other correspondence (including via social media) or become involved with us in another way (e.g. by indicating that your organisation would like to hear more from us, or you would like to make a donation to us).

2.2 If you interact with us in one of the ways listed above, we may collect and process personal information about you such as:

- (a) Your name, address, email address, telephone number;
- (b) Information you enter onto our website or in other hard copy forms at an event;

Rehoboth Children's Homes Trust

GBC Centre · East Chadley Lane · Godmanchester · Huntingdon · PE29 2BJ

E-Mail: info@rehobothchildrenshomes.org · Tel: 07530 104 959

Website: rehobothchildrenshomes.org

UK Charity No. 1005152



(c) Records of your correspondence with us, if you have contacted us;

(d) Financial information such as your bank or card details;

2.3 We may also collect sensitive personal information about you, such as details about diet, a health condition or disability or safeguarding information if you plan to visit the Rehoboth home in the Philippines.

2.4 Your information may be given to us by third parties, for example fundraising sites such as BT MyDonate and Virgin Money Giving. They will do so pursuant to their own policies on data protection and privacy. It is a good idea to check their privacy policy when you provide your information to them to fully understand how they will process your data and may share it with others.

3. Why and how we use your information and on what basis

3.1 We will process your personal information in accordance with this policy and our obligations under applicable data protection laws and regulations, for one or more of the following reasons:

- (a) To administer your donation or support your fundraising, including processing Gift Aid;
- (b) If you are planning to do voluntary work at Rehoboth in the Philippines, to assess your suitability for such a role and to ensure we have relevant information that might be needed in the event of a medical emergency or similar;
- (c) To provide you with the services, activities or information you have indicated you are happy to receive or which you have asked for, including details about children you are sponsoring;
- (d) To comply with applicable laws and regulations, and requests from statutory agencies;
- (e) For our own internal administrative purposes and to keep a record of your relationship with us;
- (f) For marketing purposes, to provide you with information about us, our events, and any other information, activities or services that we provide (e.g. supporter updates or prayer support);
- (g) To manage your communication preferences with us generally;
- (h) To notify you about changes to our service and/or donor/sponsorship opportunities;
- (i) To ensure that content from our website is presented in the most effective manner for you.

3.2 Whilst generally we will seek consent to process your data at the point we collect it, in some cases we may process data without consent where we are legally allowed to do so, and where we have legitimate reasons for doing so (e.g. to process a donation you have made or in accordance with this policy), provided we respect your legal rights.



3.3 If you request to receive no further contact from us, we will keep some basic information in order to avoid sending you unwanted materials in the future, and to ensure that we do not accidentally store details for the same person multiple times. If we did not retain this information, this could result in us contacting you again as we would no longer have a record of your request not to be contacted.

3.4 We will keep your personal data for no longer than is necessary for the purposes for which it is processed, in accordance with our internal policies. For example, we will keep details of donations and Gift Aid for six years from the last donation to comply with the requirements of HMRC.

4. Where your information is stored

4.1 The information we collect from you is stored on personal computers held by the trustees and volunteer workers, such as financial assistants and secure cloud storage.

4.2 Online payment transactions are processed through third parties such as CAF, BT MyDonate, Virgin Money Giving, Stewardship and PayPal.

4.3 The transmission of information via the internet is not completely secure (though note that online payment transactions are securely encrypted). Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use reasonable procedures and security features to try to prevent unauthorised access.

5. Who has access to your information

5.1 We may allow volunteers acting on our behalf to access and use your information for the purposes for which you have provided it to us (e.g. to deliver mailings, to analyse data and to process payments) or for purposes set out in this policy.

5.2 We may disclose your information to other organisations and agencies if we are under a duty to disclose or share it in order to comply with any legal obligation, or in order to enforce or apply any agreements; or to protect the rights, property or safety of us or others. For example, we may share your information with HMRC for the purpose of administering Gift Aid.

6. International partners

6.1 The UK charity Rehoboth Children's Homes Trust provides support to Rehoboth Children's Homes Inc (RCHI) in the Philippines. We will disclose relevant information to RCHI if you sponsor a child who is receiving support from RCHI or if you wish to do voluntary work at the home. If you do apply to visit the home, the information shared could include your medical details and other sensitive information you have provided. This is to enable them to assess your application to visit and to manage any medical issues that might arise during your visit. You should be aware that the data protection requirements in the Philippines may not be the same as those in the UK.



7. Changing your mind and checking the details we hold

7.1 If you have provided us with your personal information, but decide at a later date that you no longer want to receive information from us, or if you wish to update us that your contact details have changed or change your preferences, you may let us know using one of these methods:

(a) Sending an email to info@rehobothchildrenshomes.org; or

(b) Writing to RCHT, East Chadley Lane, Godmanchester, Huntingdon PE29 2BJ

If you are receiving emails from us via MailChimp, you can remove your name from the mailing list yourself by clicking on the link in the email.

7.2 You may request details of the information we hold about you in accordance with the subject access rights under applicable data protection laws and regulations. We will normally respond within 28 days of receiving a request.

7.3 Instructions for unsubscribing from emails are included in each email communication we send.

7.4 If you are unhappy with the way we have processed your personal data, please contact our Chair of Trustees first using the contact details set out in the introduction to this policy. If you are still not satisfied with how your complaint is dealt with you should contact the Information Commissioner's Office (<https://ico.org.uk/>).

Alternatively, you are entitled to make a complaint to the Information Commissioner's Office without first referring your complaint to us.

Approved by Trustees 1 May 2018