

Privacy Policy

The content on this website is maintained by Bowel Disease UK, registered charity number 1117241.

Bowel Disease UK fundraises for research into cures for bowel diseases. Bowel Disease UK are committed to fundraising in an honest and transparent way. We are reliant on the goodwill and generosity of our donors to fund our work and every donation we receive is used for research into a cure for bowel diseases.

This privacy notice sets out how we collect and use the personal information you provide to us whether this is via direct interaction with us online, in person or via phone, mobile, email, letter or other communication or indirectly where your information may be shared with us via fundraising sites like JustGiving. It explains why we collect your personal information and how we strive to protect the privacy of all our donors and supporters. If you have any requests concerning your personal information or any queries with regard to these practices please contact Bowel Disease UK at xxxx. Please note that all the data we capture will be used and held in accordance with the requirements of the General Data Protection Regulations 2018.

What information is collected and how we use it

Information that you give us directly

At Bowel Disease UK, we take the privacy of our donors very seriously. Personal information of donors acquired by Bowel Disease UK is never sold, rented or exchanged.

The information we collect from you is personal data and may include your name, postal address, email address, telephone number, mobile telephone number, bank account details, other payment card information and details of whether you are taxpayer so that we can claim Gift Aid on any donations you make.

We collect information directly from donors when you register with us as a supporter by sending us a donation in the post or when you interact with us via our social media or website or attend events such as fundraising dinners. When you subscribe to our online mailing list and provide your email address we will use this information to update you and to provide information on how you can support us in our work, consistent with what you have consented to in the case of emails. If you contact us via the 'contact us' page on the website, we will only use your details for administrative purposes to help you with your enquiry. Where you provide your name and email address to us directly, this information will be shared with 'Hubspot' (provider: synsmart.io) who will use the information for website improvement analytic and email newsletter distribution purposes.

Information that you give us indirectly

Our website may indirectly collect information on you via the use of cookies. Cookies are used to enhance your online experience and ensure our website is working in the way it should. Cookies are small files that are sent to your computer or mobile phone web browser which contain information that allows users to navigate the site and ensure it functions correctly. The cookies used by Bowel Disease UK are safe and secure and are commonly used on all websites and include google cookies like google analytics which collect anonymous information on the number of visitors to our site and which search engine is being used. These help us to better tailor our online content.

Use of cookies makes web-surfing easier and your browser is probably set to accept cookies. You can detect cookies in use on our website by using plugins like www.ghostery.com and if you would prefer not to receive cookies,

you can alter the configuration of your browser to refuse cookies. However, if you disable cookies from your browser you will experience issues while trying to view or interact with this site.

Links to other Websites

Our site contains links to other web sites belonging to third parties and we sometimes choose to participate in social networking websites including but not limited to YouTube, Facebook, Twitter and Instagram. We may also include content from websites like these on our website. These sites are outside our control and are not covered by this Privacy Notice. Please note that when you click on one of these links, you are entering another web site for which Bowel Disease UK has no responsibility. The operators of these sites may collect information from you that will be used by them in accordance with their privacy notice, which may differ from ours. You should ensure you have read and understood the other website's privacy notice in addition to our own.

Sensitive/special categories of data

Data protection law recognises that certain categories of personal information are more sensitive. These special categories of data cover health information, race and ethnicity, religious or philosophical beliefs or political opinions. We do not collect sensitive, personal information about our donors.

How we use your personal Data

We will use your data for the purpose of processing any donation you make; to set up direct debits, standing orders or one-off payments, to further our legitimate charitable aims by inviting you to get more involved in our work or to thank you for your support and send you information on how your donations are being used.

We will collect, hold and process your information in a manner which protects your interests at all times ensuring compliance with industry standards for security of payment card processing (PCI DSS), and bank standards for processing of direct debits via BACS.

We will only pass elements of your information to third parties who are within Bowel Disease UK or an agent acting on our behalf and only as is necessary for the purpose. We will require that any such third party must similarly process your personal information securely in accordance with industry standards, this Privacy Notice and in accordance with the General Data Protection Regulations 2018 and we will ensure that they do this.

We rely on legitimate interests for the purpose of lawfully processing your data for direct marketing in order to pursue our charitable mission and to ask for your support. We have conducted a balancing exercise to assess the reasonable expectation and to protect the rights and freedoms of our data subjects. We will not send fundraising information or requests to you by email or other electronic means where you have not specifically opted in to these formats beforehand.

Storage and disclosure of personal data

We will retain the data we hold concerning you, including information relating to your donation history, for the minimum periods necessary per our data retention policy and depending on the nature of the information and the needs of the authorities (accounting, HMRC). We hold donor correspondence for a period of 4 years, documentation required for accounting purposes for a period of 7 years and records which may require review by HMRC are retained for a period of 10 years following the final donation.

We will disclose personal data to authorities without your consent where we are required to do so under the law. We may also disclose your data to partners we contract with to process data on our behalf providing this is under a data processing agreement or contract.

Your rights

The Data Protection Act and the General Data Protection Regulation give you certain rights over your data and how we use it. You have the right to:

- request a copy of the data we hold about you and details of what we do with that data (known as a subject access request)
- update or amend the data we hold about you if it is wrong
- change your communication preferences at any time
- withdraw your consent to use of your personal data where we are relying on consent as the lawful basis for processing it
- ask us to remove your personal data from our records
- ask us to restrict the processing of your personal data
- obtain a portable copy of certain personal data where this is processed automatically
- object to the processing of your data for marketing purposes
- raise a concern or complaint about the way in which your data is being used
- ask us to explain any automated processing we carry out and the impact of this on you

If you wish to exercise any of these rights, please contact us in any of the ways shown in the 'Contacting Us' section of this website. We may ask for reasonable proof of your identity before providing you with data or carrying out any of the above actions.

You may alter your communication preferences or change the method we use to contact you or opt out of receiving communications from us at any time by contacting us in any of the ways shown in the 'Contacting Us' section of this website.

Personal data of people under 18

We encourage adults with parental responsibility to get involved in their children's online usage and to be aware of their activities and to ensure they only give personal data to us where they have your consent so to do.

Vulnerable Donors

Bowel Disease UK follows the IoF and Fundraising Regulator guidelines and Code of Fundraising practice in its fundraising and will not contact donors for fundraising purposes where the donor has been notified to us either directly or via an acknowledged representative as vulnerable ie has difficulty in making an informed decision about the choices offered to them. Nor will Bowel Disease UK accept donations where it becomes apparent during the course of interaction that the donor may be vulnerable.

Changes to this Privacy Notice

This privacy notice may be subject to periodic update and the latest version is maintained on this website. This privacy notice was last updated in October 2020.