

Privacy Statement

Cumbria Community Foundation (CCF) are committed to protecting your personal information. This statement explains when and why we collect personal information about you, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

This page, together with our Cookies Policy for this website, sets out the basis on which we will process any personal information that we collect, or that you provide to us.

We may change this statement from time to time so please check this page occasionally to ensure that you're happy with any changes.

Who we are

CCF is registered with the Information Commissioner's Office, Number Z8750961. CCF's company registration number is 03713328 and its charity registration number is 1075120. Our registered address is Dovenby Hall, Dovenby, Cockermouth, Cumbria CA13 0PN.

Data we collect from you

By using this website, and by providing any personal information to CCF, you consent to the collection and use of your personal information as set out in this privacy statement.

What we need

We will be what's known as the 'Controller' of the personal data you provide to us. Unless otherwise agreed with you, we will only collect basic personal data about you which does not include any special categories of information about you (known as 'sensitive personal data'). This does however include information such as:

- your name, address and/or work address
- email addresses
- phone numbers
- job title
- records of donations and Gift Aid status, where applicable (as required by HMRC)
- records of communications sent to you by CCF or received from you
- volunteering by you on behalf of CCF

If you make a donation online, your card information is not held by us: it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions. If we take a card payment from you, we will not retain your card details.

Why we need it

We need to know your basic personal data in order to provide you with on-going organisational updates about CCF; funding information, both details of funding available, and requests we make for funding; and for the purposes of communicating with you for any business we have with you.

We may use your information to:

- process a donation that you have made, which includes administering any fund which you set up with us;
- seek your views or comments on the services we provide;

- send you communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals and other fundraising activities,
- process a grant or job application.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent or we have a legitimate interest in doing so. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: enquiries@cumbriafoundation.org with a note of your requirements.

Data we collect from publicly accessible sources

We also gather data entirely from publicly accessible sources; including:

- General internet searches, including online and social media
- Public registers of personal and corporate information
- Newspapers, newspaper supplements and journals
- Published directories and rich lists
- Online news archives
- Charity Commission website

We gather this information in order to assist us in our fundraising and philanthropy development activities to gain a better understanding of our supporters and potential supporters and their ability to support CCF. In doing so, we may note interests including environment, health and disability, medicine, children and young people, international development, education, the arts, welfare, heritage, animal welfare, military, sport and other hobbies. Information regarded as sensitive data under the Data Protection Act will only be collected where that data has been revealed by the individual concerned (for example, in a media interview).

The personal data obtained from publicly accessible sources which we store and process may include the following:

- name, title, gender and date of birth;
- contact details including postal address, email address, phone number and links to social media accounts;
- occupation and professional activities;
- recreations and interests;
- family and spouse/partner details and your relationships to other supporters of CCF;
- information about your wealth;
- media articles about you

We may also use publicly available sources to carry out due diligence on donors in line with our Gift Acceptance Policy and to meet money laundering regulations.

What we do with it

Unless you have requested otherwise, your data are accessible to CCF and are used and processed for engagement and fundraising purposes. These include the following communications and marketing activities, which may be sent by mail, email, telephone and social media:

- sending CCF publications

- notification of CCF events
- notification of fundraising programmes

We may use third-party partners to support the activities described above. If you interact with us through a third party (for example, supporting CCF via BT MyDonate) then we may obtain information about you from that third party, but only if you have given your explicit consent to that third party sharing your information. The receipt of data by CCF in this manner is subject to the third party's own privacy policy. Data obtained in this way is treated no differently to any other once held by us, and is bound by the terms of this privacy statement as soon as it is received.

Tools may be used to help us improve the effectiveness of our communications with you, including tracking whether the emails we send are opened and which links are clicked within a message. We monitor website visits and use tools such as Google Analytics to improve our website and services.

All the personal data we process is processed by our staff in the UK, although for the purposes of IT hosting and maintenance this information may be stored on a cloud-based system whose servers are located within or outside the European Union. We have taken steps to ensure all personal data is provided with adequate protection and that all transfers of personal data outside the EU are made lawfully and that your privacy rights continue to be protected.

We may use the services of subcontractors to ensure that your data is held in a secure environment. No third parties have access to your personal data unless the law allows them to do so.

Our organisation depends on handling data confidentially. Information (including contact details) that you supply to us about you, whether via our website, by email, or by other means, will be securely stored by us. We take all reasonable steps to ensure that your personal data is processed securely and details of our data protection policy which in place to oversee the effective and secure processing of your personal data can be found on our [website](#).

How we handle your information and other organisations

We will never share your data with any third parties for marketing purposes.

We may disclose your personal information to third parties if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or to protect the rights or property of CCF. This includes exchanging information with other companies and organisations for the purposes of fraud detection and protection.

How long we keep it

We will generally keep your personal data for a minimum of six years, after which it will be destroyed if not required. We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). We will hold your personal information on our systems for as long as is necessary for the relevant activity.

If you consent to marketing (which includes receipt of our newsletters), we will keep any information we use for this purpose until you notify us that you no longer wish to receive this information.

Your rights

We will always try to ensure that the data we hold for you are up to date, reasonable and not excessive. If at any point you believe the information about you we process is incorrect you can request to see this information and have it corrected or deleted. You may also ask us to delete all your contact information.

You have the right at any time to:

- request a copy of the information we hold about you
- update or amend the information we hold about you
- change your communication preferences at any time
- ask us to remove your personal information from our records
- object to the processing of your information for any of the purposes outlined above, including opting out of all communication from us

by emailing us at enquiries@cumbriafoundation.org.

If you have any questions about this privacy statement, please contact us by email to enquiries@cumbriafoundation.org or by writing to:

Data Protection Officer
Cumbria Community Foundation
Dovenby Hall
Dovenby
Cockermouth
Cumbria CA13 0PN

We do not make a charge for this. It will help us to find your information if you can tell us something about the nature of your contact with us.

If you wish to raise a complaint on how we have handled your personal data, you can contact us to have the matter investigated: enquiries@cumbriafoundation.org.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office <https://ico.org.uk/>.

Links to other websites

Our website may contain links to other websites run by other organisations. As this privacy statement applies only to our website, we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

Update or changes to the privacy statement



We reserve the right to make changes to this privacy statement. Each time you visit this site you should check this privacy statement to check that no changes have been made to any sections that are important to you.

This statement was last reviewed on 26 February 2018.