



Privacy and Data Protection Policy

SOS Sahel International UK is committed to protecting your privacy. The General Data Protection Regulation (2018) governs SOS Sahel UK's processing of your personal data. If you have any questions regarding this policy, please contact:

Linda Horgan, Data Protection Officer
SOS Sahel International UK
The Old Music Hall
106-108 Cowley Road
Oxford
OX4 1JE

01865 403305

lindahorgan@sahel.org.uk

What information do we collect?

Personal data is any piece of data that, used alone or with other data, could identify a person (such as names, postal and email addresses). When you engage with SOS Sahel UK – whether you sign up to our mailing list, contact us in relation to our activities, make a donation with us, or even visit our website – you provide us with personal information. This policy will set out what SOS Sahel UK does with this information, and your rights regarding your personal data.

How do we process your personal data?

1. Donations

When you make a donation, financial information is obtained to process your donation via your bank account or using our website's online donations service. We use the Charities Aid Foundation (CAF) and Charity Choice online donations services to ensure the safety of online transactions for those wishing to make donations. We also use CAF for those wishing to donate over the phone via credit or debit card. Both CAF and Charity Choice use advanced encryption technology to ensure the security of their users.

We will only process your data for the purpose of processing the donation, unless you have explicitly requested otherwise (i.e. you have opted-in to further communications with us), or it is in our legitimate interests to do so (see below).

2. Contacting you

We will use your personal data to contact you only in the following circumstances:

- Via email: complying with e-privacy laws, we will only contact you by email when we have your explicit consent to do so. Consent can be given when signing up to our mailing list through our website or in other direct ways, such as writing to us. You will always be given the opportunity to change your preferences or unsubscribe to receiving email updates from us.

- Via telephone: SOS Sahel UK will not contact you via telephone or SMS, unless for a specific reason and with your consent.
- Via post: SOS Sahel UK will not contact you via post, unless it is in our legitimate interests to do so. We will not send out more than four correspondences a year, and you will always have an option to opt-out of receiving news in this way.

What is SOS Sahel UK's legitimate interest and is it applicable to you?

'Legitimate interests' is our lawful basis to contact you. This only relates to postal and telephone contact, as online contact is regulated by e-privacy laws and does not fall under legitimate interests.

AS SOS Sahel International UK is a small charity with a small but strong set of loyal donors that receive postal news from us, it is in our interest to continue sending out news in this way; not only for fundraising purposes, but also because supporters expect to hear from us about the work that we are doing and what they are financially supporting. There is little risk to the data subject (you), who would not be unduly surprised by this way of processing data and will have the option to opt-out, thereby reducing any unwanted intrusion.

We will only use our legitimate interest to contact you via post if you have donated within the last three years (unless you have opted-out), expressed an interest in hearing about our work (and supplied your address), or have a long-standing relationship with SOS Sahel UK and would reasonably expect us to contact you in this way. We will not contact you via post more than four times a year, and you can opt-out of hearing from us, or change the way you hear from us at any point.

Will we disclose the information we collect to outside parties?

SOS Sahel UK does not pass on any information provided by supporters to third parties, except to process data for the sole purpose of which it was given, or if required to disclose information by law.

SOS Sahel UK uses CAF and Charity Choice to process donations, and Mailchimp marketing automation site to collect email addresses and send correspondence, when explicitly requested by the data subject. SOS Sahel UK also uses google analytics, as described below.

Does SOS Sahel UK use cookies?

Yes. Cookies are pieces of information which may be sent by SOS Sahel UK's website when you access certain areas of it. These may be stored on your computer's hard drive to allow our website to recognise you as a user when you next visit. If you prefer not to allow the use of cookies, you may be able to adjust your browser to turn them off or notify you when cookies are being used.

We use cookies to monitor how people use our site so we can improve any problem areas, to allow you to donate, and to enhance our website with information from other websites (for example YouTube videos). Third party websites set their own cookies so we don't have direct control over how they use them. However, you can manually block these cookies using your internet browser.

Our website uses Google Analytics which is one of the most widespread and trusted analytics solution on the web for helping us to understand how you use the site and ways that we can improve your experience. These cookies may track things such as how long you spend on the site and the pages that you visit so we can continue to produce engaging content. For more information on Google Analytics cookies, see the official Google Analytics page (<https://www.google.com/analytics>).

No personal information is collected in the cookies we use, so this information is anonymous, and cookies don't harm your computer. A cookie will typically contain the name of the domain from

which the cookie has come, the “lifetime” of the cookie, and a value, usually a randomly generated unique number. If you’d like to learn more about cookies and how they operate, a good site to visit is aboutcookies.org.

Your rights regarding your data

You may request a copy of any personal information that SOS Sahel UK has about you by contacting us at the above address. You can rectify your personal data if it is inaccurate or incomplete, or ask us to stop processing your data. You also have the right to be forgotten, and can ask SOS Sahel UK to delete your personal data. Please contact us by post, email or phone if you want more information or to exercise any of these rights.

When you supply information to us, we are legally obliged by the General Data Protection Regulation to ensure that the information you have provided is only used for the purpose for which it was collected, and to ensure that the data is kept securely. We are obliged to be transparent and keep you informed about the way that we store and process your data.

How long do we keep your information?

We will not keep your data longer than is necessary. In some circumstances, we will need to keep your data on file for regulatory purposes – for example, a gift aid declaration and/or details of a donation will need to be kept for at least 6 and 7 years respectively for auditory and HMRC purposes. However, we will ensure that your data is as accurate as possible and the amount of time we keep it will be limited to the purpose of its collection and regulatory restrictions.

In order to ensure that your preferences are fully respected, we may record some data on our database for longer than we would need it for processing. This is to ensure that we are recording your data appropriately; for example, if you have opted out of postal communications we may still keep your address in order to flag it and ensure that it is not added again and incorrectly processed in the future. You can at any stage ask us to delete your data from our database, which we are legally obliged to do.

Notification of change of Privacy Policy

We reserve the right to amend this privacy statement. Should this happen, we will post the amended policy on our website and also will keep you informed of any changes that may directly affect you by writing to you.