

Website and online contact

Privacy Policy (February 2023)

**Our contact details**

Contact: Nick Watts / Jane Goldsmid (Co-Directors) / Jo Willett (trustee lead)

Address: The Dovecote, Nightingale Avenue, Oxford, OX4 7BU

Phone Number: 01865 528658

E-mail: hello@togethermigrantchildren.org.uk

**The type of personal information we may collect**

1. **General website users**
	1. We use Wix analytics to gather data on the usage of our website.
	2. We do not collect personal identifying information but demographic data, such as where the website is being accessed from, your browser or device.
	3. Disabling cookies on your browser will prevent any tracking of the visit to our website.
	4. If you use the online form to be added to our email list at togethermigrantchildren.org.uk. We will collect your email address for the purpose of sharing updates.
2. **Donations**
	1. When you donate to us directly, we will collect your name and email address.
	2. If you choose Gift Aid, we will also collect your address information.
	3. When we collect your email address, we will only use it to process a receipt of your donation, unless you opt-in to receiving email updates from us on the donation form.
	4. Our donations are processed within Donorbox and the Salesforce Non-Profit Success Pack. We will keep a record of the information you give us in our fundraising database. This will include your name, address if given for gift aid, email address, donation value, donation method, date of donation.
	5. Payments are processed via Stripe and GoCardless and we do not hold credit and debit card information in-house.
	6. You can choose to make smaller donations anonymously. In which case we will only store the value of the donation, date and method of donation in our records.
3. **Contacting us from our website**
	1. If you make a general enquiry by email or form you will share your email address with us, which we will use for the purpose of responding to your enquiry. We will not use it for any other purpose.
	2. If you make a casework or advice enquiry on our website you will share your email address and in some cases, phone number. This is recorded in our case management system within the Salesforce Non Profit Success Pack.
	3. We may also take information such as your name and address for casework and advice related enquiries.
	4. Any information provided to us will only be used for the purpose of advice or referral in this instance.
	5. If you fill in a referral form, you will be passing sensitive information via secure form, this will include names, dates of birth, address and contact information, along with a summary of the concerns which led to making the referral. This information will be stored in our case management system outlined above.
	6. We will use this information only for the purpose of progressing a referral into the service.

**How we get the personal information and why we have it**

We obtain the personal information that we hold via our website and online contact from;

* Visiting the website (website visit data but not your personal information)
* Completing forms (personal information)
* Emailing us using addresses provided on the website (personal information)
* Donating to us (personal and donation information)

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information are:

**(a) Your consent**

**How we store your personal information**

We securely store the information in several systems we use for processing that data. These are;

* Donorbox for online donations.
* Salesforce – Which houses our case management and fundraising information.
* Zoho – For email mailing list data and form submission.
* Microsoft Office – If you email us.

All access to these systems are password protected and have additional 2-factor authentication to protect access to data. Access to this data is limited to specific people with responsibility in the organisation.

**Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your information.

**Your right to rectification** - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

**Make a request**

You can make a request on any of the above by emailing hello@togethermigrantchildren.org.uk or by calling 01865 528 658 and asking to speak to Nick Watts or Jane Goldsmid.

If you do not receive a resolution to your request, you can make a complaint as outlined on the next page.

**How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us. You can do this;

**By email:** trustees@togethermigrantchildren.org.uk
**By post:** Attention: Chair of Trustees, Together with Migrant Children, The Dovecote, Nightingale Avenue, Oxford, OX4 7BU.

**You can also complain to the ICO if you are unhappy with how we have used your data.**

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>