

## How we use your information

### Fair Processing Notice (Supporters)

#### 1. Introduction

This Fair Processing Notice applies to Stoll's supporters; it explains how the organisation collects and processes personal information in order to conduct its fundraising activities.

Stoll promises to protect any information and to respect any personal data you share with us and keep it safe. We aim to be clear when we collect your data and not do anything you wouldn't reasonably expect.

Developing a better understanding of our supporters through their personal data allows us to make better decisions, fundraise more efficiently and, ultimately, helps us to support vulnerable Veterans with housing and support services.

#### 2. Who we are

Stoll is a Charity, registered with the Charity Commission (registration number 207939) a Limited Company (registration number 148636) and a Registered Social Landlord (registration number A3418)

Stoll is the Data Controller whose head office is located at Sir Oswald Stoll Mansions, 446 Fulham Road, London, SW6 1DT Tel: 020 7385 2110.

The company Data Protection Officer can be contacted at [info@stoll.org.uk](mailto:info@stoll.org.uk) or 020 7385 2110.

Stoll is registered with the Information Commissioners Office registration number: Z6043765.

#### 3. How we collect your information

Stoll may collect information about you when you engage with our social media or message boards, make a donation to us, register for an event or otherwise provide us with personal information.

We may also take photographs at our events, at our properties and in our communities to use for general marketing and publicity. However, photographs of individuals will only be used for those purposes with your consent.

#### 4. What information we collect about you

The information we may collect from you:

- Full name
- Postal address
- Email address

- IP address / MAC address
- Phone number
- Your geographic location (mobile devices)
- Next of kin contact details (for volunteers)
- Referee contact details (for volunteers)
- Card details if you make a donation by card (however card details are not stored)

We may also receive information about you from third parties i.e. Just Giving or Virgin Money Giving.

When you engage with us we will use your information:

- to enable us to supply you with the services and information which you have requested;
- to manage volunteer fundraisers;
- to analyse the information we collect so that we can improve our fundraising;
- for all other purposes consistent with the proper performance of our fundraising and business; and
- to contact you for your views on our services.

We do not usually collect 'sensitive personal data' about our supporters unless there is a clear reason for doing so, such as participation in fundraising event or where we need this information to ensure that we provide appropriate facilities or support to enable you to participate in an event. An example of 'Sensitive data' could relate to disabilities or medical information.

## **5. What processing we do with information collected**

The information we collect from you is used to administrate our fundraising activities and complying with relevant legislation and regulation.

Stoll carries out targeted fundraising activity to ensure that we are contacting you with the most appropriate communication, which is relevant and timely and will ultimately provide an improved experience for you. In doing so, we may use profiling techniques or use third party wealth screening companies and insight companies to provide us with general information about you. Such information is compiled using publicly available data about you or information that you have already provided to us.

This activity assists us in understanding the background of the people who support us and helps us to make appropriate requests to supporters who may have the means and the want to give more. You can opt out of your data being used for profiling and wealth screening techniques by contacting fundraising@stoll.org.uk

Stoll conducts surveys regularly and periodically relating to our services in order to gauge satisfaction and make improvements based on feedback.

Stoll operates a range of information and communications systems and technologies for efficient operation of the business. Personal information is stored and managed within those systems which are maintained to achieve a high level of Confidentiality, Integrity and Availability (CIA) including following best practice cyber security standards.

We hold information in IT systems which may be copied for testing, backup, archiving and disaster recovery purposes.

Paper files are stored in a locked room, in locked filing cabinets, in an office with an intruder alarm. All documentation is treated in the strictest confidence..

All data is held within the UK.

## **6. Who can access your information?**

The data is accessed by staff working in Stoll's Fundraising and Finance teams; staff in each area can only access the data that is essential to their work.

## **7. Under 18's and vulnerable supporters**

We are committed to protecting the privacy of the young people that engage with us through our activities and events.

Our fundraising events also request specific information about the age of participants. If you are under 18 and would like to get involved, please ensure that you have consent from a parent or guardian before giving us your personal information. When we collect information about a child or young person aged under 18 we will make it very clear as to the reasons for collecting this information and how it will be used.

We are committed to protecting vulnerable supporters and we have a Safeguarding Adults Policy and a Safeguarding Children's Policy.

## **8. How we will communicate with you**

We only want to communicate with you by the method you prefer and send you information that may be of interest to you. Our marketing communications include information about our latest news, fundraising opportunities and life changing work. With your consent, we will contact you to let you know about the progress we are making and to ask for donations or other support.

We will only contact you if you give us consent to do so and you can change your preferences at any time in any of the following ways;

- Every Stoll News we send will include a link so that you can opt out of receiving future messages
- You may change your communication preferences by emailing us at [fundraising@stoll.org.uk](mailto:fundraising@stoll.org.uk)
- Alternatively, if you would like to discuss the communications you are receiving please call our Fundraising Team on 020 7381 0036

We will never sell your personal data, or share it with third parties for their marketing purposes.

## **9. Who we share data with and how long we keep information**

We keep your personal information only for as long as required to operate the service in accordance with legal requirements and tax and accounting rules. Where your information is no longer required, we will ensure it is disposed of in a secure manner.

## **10. What we will NOT do**

- We will not send you unsolicited marketing material.

- We will not sell your personal data on to third parties.
- We will not pass on your personal data to unrelated third parties unless we are allowed or required to do so by law or we have your explicit permission to do that.
- We will not transfer or store your personal data outside of Europe (the European Economic Area) outside of the control of the UK / European regulations.

## **11. Your rights, the right to complain and the ICO**

You have the right to request a copy of the data we hold about you. Please contact [info@stoll.org.uk](mailto:info@stoll.org.uk) if you wish to request access to any of your personal data and we will always endeavour to answer your questions as part of our friendly, helpful service.

You have the right to correct information that we hold. Please advise us of any changes or corrections by contacting our Fundraising Team on 020 7384 5935 or [fundraising@stoll.org.uk](mailto:fundraising@stoll.org.uk)

You may withdraw your consent to use any information that was previously provided with your consent. Please advise us if you wish to withdraw any consent previously given to [fundraising@stoll.org.uk](mailto:fundraising@stoll.org.uk).

You also have the right to request us to erase your personal information, request us to restrict our processing of your personal information or to object to our processing of your personal information.

You also have other rights which can be seen by visiting the Information Commissioner's Office (ICO) website and reading about Data Protection law at <https://ico.org.uk/>.

You have the right to complain about any matter relating to our service, including how we use your personal data:

- In the first instance please contact our Fundraising Team on 020 7384 5935 or [fundraising@stoll.org.uk](mailto:fundraising@stoll.org.uk)
- If you wish to complain about our use of your personal data you may complain to the UK Information Commissioner's Office (ICO) at <https://ico.org.uk/>. Our ICO registration number is Z6043765.

## **12. Changes to our Fair Processing Notice**

Our Fair Processing Notice is regularly kept up to date, so please do check it from time to time. We will notify you about significant changes in the way we treat personal information by sending a notice to the primary email address you have provided to us or by placing a prominent notice on our website [www.stoll.org.uk](http://www.stoll.org.uk) .