

# Privacy policy

**Please read this policy carefully to understand how we collect, use and store your personal data.**

## Introduction

**Renewable World** is a registered charity (number 1119467 and company registration number 06005778) that tackles poverty using renewable energy. We support the provision of affordable renewable energy services to improve incomes, health and education in the developing world. We take your privacy seriously and are committed to protecting your personal information.

This privacy policy explains how we, Renewable World, may collect and use the information you give us.

Our Data Protection Officer is Matthew Stubberfield.

If you have any questions regarding our Privacy Policy, please write to:

The Data Protection Officer  
Renewable World  
Community Base  
113 Queens Road  
Brighton, BN1 3XG  
Email: [getintouch@renewable-world.org](mailto:getintouch@renewable-world.org) or call 01273 234 801

## This policy includes

- How we collect information
- Where we collect information from
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- How we keep your information up to date
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### How we collect information

We may collect information about you whenever you interact with us, for example when you:

- Enquire about our activities or services, visit our website or donate to us
- Sign up to receive updates on our activities
- Post content to our website/social media sites (including Facebook)
- Volunteer for us
- Attend a meeting with us and provide us with information about you
- Take part in one of our events or fundraise on our behalf
- Contact us through the following channels: online, email, phone, SMS, social media or post

We may also receive information about you from third parties eg online donation portals – but only if you've given them permission to share your information.

### Where we collect information from

Renewable World may collect information in the following ways:

- **When you give us information directly:** You may provide your details to us when you request specific information, make a donation, fundraise for us or participate in one of our events.
- **When you give us information indirectly:** Your information may be shared with us when you use other fundraising sites and provide your consent to be contacted by Renewable World. For example, if you are fundraising for us via Just Giving or Virgin Money. These organisations will have their own privacy policy and/or privacy statements, so please do ensure you understand this when providing your data.
- **When you have given other organisations permission to share it:** You may have provided your details to another organisation that works with Renewable World. For example, in order to sign up to a third-party event. However, when working with other organisations, we work to ensure it's completely clear to you that your information will be shared with Renewable World. The information we get from these services depends on your settings or the response choices you give, so you should regularly check what you have agreed to with third party organisations.
- **Social media:** Depending on your settings or the privacy policies for social media and messaging services like Facebook and Twitter, you might give us permission to access information from those accounts or services.
- **When we collect information when you are using our website:** Upon visiting our website, information about your visit is recorded and stored. See the section below on the use of cookies for more details.
- **When your information is available from other public sources:** We may collect personal details about you from the public domain, such as from social networks, company websites, political and property registers, and news archives.

### **What categories of personal information we collect**

The type and quantity of information we collect and how we use it depends on why you are providing it. If you support us, for example by making a donation, volunteering, registering to fundraise or signing up for an event, we may collect where relevant including:

- Your name
- Your contact details (full address, email address and phone number)
- Your date of birth
- Your bank or credit card details (only if you are making a donation)
- Where it is appropriate, we may ask for your reason for giving and your specific interests relating to Renewable World's work

### **How we will use your personal information**

We will use your personal information in a number of ways, including for the following purposes:

- To provide you with the services or information you have requested
- To update you about any changes to our services
- To administer your donation, including Gift Aid processing
- To display your profile or content on the website (if you have agreed to do so)
- To maintain our organisational records and ensure we have your most up-to-date marketing preferences
- To help us improve our services or information-offering
- To invite you to participate in voluntary surveys or research
- To analyse and improve the operation of our website eg Google Analytics
- To analyse your website behaviour
- To tailor advertising that is presented to you on the internet according to your interests, preferences and other characteristics
- To contact you where you have been identified as a contact person for an organisation (if we obtain your contact details in this way, we will only use them to contact you in the ways in which you have agreed to be contacted)

If you would like to contact us about your marketing preferences, please write to

Renewable World  
Community Base  
113 Queens Road  
Brighton, BN1 3XG  
email [getintouch@renewable-world.org](mailto:getintouch@renewable-world.org) or call us on 01273 234 801

Our team will be happy to answer any queries you may have.

We always want you to get the most out of our website, so if you do experience any issues with our online forms we may follow up with you to find out how our team can best support you with any problems experienced.

### **Children's data**

While we do not actively collect information from children (under 18s), we appreciate that our supporters are of all ages. Where appropriate, we will always ask for consent from a parent or guardian to collect information about children.

### **Our use of cookies**

'Cookies' are small pieces of information sent by a web server to a web browser, which enable the server to collect information from the browser. Essentially, a cookie takes the form of a small text file deposited on your computer's hard drive. We provide separate information about our use of cookies.

### **How we keep your data safe and who has access to it**

We place great importance on the security of your personal information and will always try to take appropriate precautions to protect it.

We always ensure only authorised personnel (for example Renewable World staff, volunteers or contractors) have access to your information, and that they are appropriately trained to manage your data through our induction process.

Despite all of our precautions, no data transmission over the internet can be guaranteed to be 100% secure. So, while we strive to protect your personal information, we cannot guarantee the security of any information you disclose to us online, and you must understand that you do so at your own risk.

### **Who we share your personal data with**

We do use external organisations that collect and/or process personal data on our behalf. (JustGiving, Charity Checkout, MailChimp ...etc.) We may legally be required to disclose your details if required to by the police or for regulatory reasons. We will only ever share your data in other circumstances if we have your consent to do so.

### **How we keep your information up to date**

Where possible, we try to keep your records up to date; However, we really appreciate it if you let us know if your contact details change.

### **How long we keep your information for**

We will hold your personal information on our systems for as long as is necessary for the relevant activity, for example we will keep a record of any donations you have made for at least six years.

If you ask us to stop sending you marketing materials, we will keep a record of your contact details and appropriate information to enable us to comply with your request not to be contacted by us.

Where you contribute material to us, for example through user generated content or in response to a particular campaign, we will generally only keep your content for as long as is reasonably required for the purpose(s) for which it was submitted, unless otherwise stated at the point of generation.

### **Our legal basis for processing your information**

Although in many cases we will seek consent to process your personal data, in some instances we may process your information without consent when we are legally allowed to do so. This will only be where it is in our legitimate interests to do so and where we are confident that such processing is not likely to prejudice your legitimate interests or rights and freedoms.

Where we are processing your personal data on the basis of consent that you have given us, you are entitled to withdraw that consent at any time such that we can no longer rely on it as a basis for continuing to process your personal information.

### **Your rights**

You retain control of how we use your data and you have the right to ask us to stop processing your personal information, which we will do. In some circumstances, we may legally be required to retain your personal information for audit purposes. However, this will be discussed with you depending on your requirements. Please contact [getintouch@renewable-world.org](mailto:getintouch@renewable-world.org) or call us on 01273 234 801 if you have any concerns.

You also have the right to request a copy of the information we hold about you. Please contact:

The Data Protection Officer  
Renewable World  
Community Base  
113 Queens Road  
Brighton, BN1 3XG  
email [getintouch@renewable-world.org](mailto:getintouch@renewable-world.org)

Under the General Data Protection Regulation, which is expected to become law in the UK in May 2018, you are also granted a number of additional rights. These include:

- The right to rectification
- The right to erasure
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

For more information on these rights please read the relevant guidance issued by the ICO at <https://ico.org.uk/for-organisations/data-protection-reform/overview-of-the-gdpr/individuals-rights/>

If you would like to make a complaint about how we process your personal data, please contact our Data Protection Officer. If you are not happy with how your complaint is dealt with, you should contact the [Information Commissioner's Office](#). Alternatively, you are entitled to make a complaint to the Information Commissioner's Office without first referring your complaint to us.

For [further information please see the Information Commissioner's guidance](#).

### **Changes to this privacy policy**

This policy may change from time to time. If we make any significant changes to this policy, we will publicise these changes clearly on our website or contact you directly with more information.

Please do revisit this policy each time you consider giving your personal information to Renewable World.