

Who we are

As part of Chailey Heritage Foundation, Registered Charity no. 1075837, the Fundraising Department is committed to ensuring your privacy. The privacy and security of your personal information is extremely important to us and this privacy policy explains how and why we use your personal data, to make sure you stay informed and can be confident about giving us your information.

We will only store and use your personal data in accordance with The General Data Protection Regulation (GDPR) and Privacy of Electronic Communication Regulation.

What data we collect

We will collect personal data provided by you when you make a donation, support an event, volunteer or fundraise for us or interact with us about fundraising. This will include information that you have supplied to us such as your name and address, email address, telephone number, mobile number, communication preferences and interests. If you donate to us then we'll keep records of when and how much you gave and whether to a particular campaign.

We may receive information from third parties such as JustGiving or CAFDonate and links to other sites. They will ask for your consent so please check their privacy policy to see how they process your data. We are not responsible for the privacy practices or content of linked websites.

What we do with your data

We use your information when it is in our legitimate interest, for example, to process donations, and claim gift aid if applicable. We also like to send you a letter of thanks.

We also use this information where it is in our legitimate interest as fundraisers to keep in touch with you about the work of Chailey Heritage Foundation, its Fundraising activities and events. We will only communicate with you in the way that you have chosen.

Who we share your data with

We will only share your data with organisations we work with when it is necessary, or when we are legally required to do so, and the privacy and security of your data is assured. For example, this could be to assist organisers in the efficient delivery of events, to allow our database provider to maintain our CRM system, or to interact with HMRC so we can claim gift aid. We will never sell your personal data.

How our data is stored

We make every effort to ensure your data is secure. We have put in place appropriate physical and electronic procedures to ensure the security of your personal data.

Retention of Data

We will only use and keep your information for as long as it is required for the purposes it was collected for. It is important for us to keep historical records of all donations made should queries arise.

Telling us when things change

We want you to remain in control of your personal data. If, at any time, you no longer wish to receive information from us or you want to change the way we communicate with you, or you want us to amend or remove your personal data please

CALL The Fundraising Office on 01825 724752, (open 9.00am to 5.00pm weekdays)

or

WRITE to The Fundraising Office
Chailey Heritage Foundation
Haywards Heath Road
North Chailey
Lewes
East Sussex BN8 4EF

or

E-MAIL us on fundraising@chf.org.uk

You can also register for, change your preferences or unsubscribe from our Newsletters by visiting our website: www.chf.org.uk/keeping-in-touch

Subject access rights

If you would like to make a subject access request, please write to The Data Protection Officer, Chailey Heritage Foundation, Haywards Heath Road, North Chailey, East Sussex BN8 4EF or email: dpo@chf.org.uk. You will be asked to provide the following details:

- The personal data you want to access
- Where it is likely to be held
- The date range of the information you wish to access

We will also need you to provide information that will help us confirm your identity. If we hold personal information about you, we will give you a copy of the information in an understandable format together with an explanation of why we hold and use it.

Once we have all the information necessary to respond to your request, we will provide this to you within one month.

What to do if you have a complaint



Fundraising Privacy Policy

In the first instance, please talk to us directly so we can resolve any problem or query. You can also contact our Data Protection Officer as above.

You also have the right to contact the Information Commissioner's Office (ICO) if you have any questions about Data Protection. You can contact them using their help line 0303 123 113 or at www.ico.org.uk

Cookie usage information

What is a cookie?

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site.

How we use cookies

We do not use any cookies that would be deemed as being in breach of any regulations.

We use an essential cookie called an 'alert cookie' on the site for a normal user.

Where YouTube content is used, their cookies will apply, details of which can be found on the YouTube Privacy Policy.