



## Catholic Children's Society: Privacy Notice

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At the Catholic Children's Society we rely on the generosity and support of private individuals to carry out our work helping disadvantaged children and families. That is why we want to be completely transparent about why we need the personal details we request when you support us and how we will use them.

*Please read this Notice carefully as it provides information about the different types of personal information that we collect and how we will use it, including where it is collected via our website [www.cathchild.org.uk](http://www.cathchild.org.uk).*

Depending on the services we provide you with, we may provide you with specific notices explaining how we use your information in relation to that service. For example, you can find our notice for Post Adoption and Aftercare services here: <https://www.cathchild.org.uk/wp-content/uploads/2018/09/Pathways-Post-Adoption-Aftercare-Privacy-Notice.pdf>

If you have any questions please contact us using the contact details included at section 1.

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### 1. **Who we are and how to contact us**

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The Catholic Children's Society (Westminster) is a UK registered company (company number 00085235) at registered address 73 St. Charles Square, London. W10 6EJ. We are also a registered charity in England and Wales (charity number 210920) and we are registered with Ofsted as an adoption support agency (under unique reference number SC441470).

If you have any questions about how we use your personal information and how we comply with our responsibilities, please contact us as follows:

- Email: [info@cathchild.org.uk](mailto:info@cathchild.org.uk)
- Call: 020 8969 5305
- Write to us at 73 St. Charles Square, London. W10 6EJ

## 2. **When do we collect personal information about you?**

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We may hold personal information relating to you from a number of sources and will collect personal information about you:

- (a) **When you give it to us directly**  
For example, personal information that you submit by contacting us (including through our website) or any personal information that you share with us when you communicate with us in person, by email, phone or post.
- (b) **When we obtain it indirectly**  
Your personal information may have been shared with us by third parties. To the extent that we have not done so already, we will notify you when we receive personal information about you from them, and tell you how and why we intend to use that personal information.
- (c) **When we obtain it from publicly available sources**  
We may carry out searches using social media networks and other online sources that are in the public domain to verify your details, such as your postal address (for more information see section 9 below).
- (d) **When you visit our website**  
When you visit our website, we automatically collect:
  - (i) Technical information, including the IP address used to connect your device to the internet, browser type and version, time zone setting, browser plug-in types and versions and operating systems and platforms.
  - (ii) Information about your visit to the websites, including the uniform resource locator (URL) clickstream to, through and from the website (including date and time), services you viewed or searched for, page response times, download errors, length of visits to certain pages, referral sources, page interaction information (such as scrolling and clicks) and methods used to browse away from the page.

We also collect and use your personal information by using cookies on our website – please see our Cookie Notice.

## 3. **What details we use and why**

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There are minimum levels of information we need to obtain for different purposes - such as donating money or signing up to Gift Aid. We always ask for your name and title so we know how to talk to you. We need to be able to confirm any transactions you make on our website by sending you an email, which is why this field is mandatory on all our web forms. We will separately seek your permission to use this for our wider marketing communications. We ask for your house number and postcode so that we hold a valid postal address for you. We need this information for the following reasons:

- To set up Direct Debits and one-off card payments
- To claim Gift Aid
- To deliver items to you (items you have purchased or event materials for example)
- To send you relevant information about our work

#### 4. **Special categories of data**

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Data protection law recognises certain categories of personal information as sensitive and therefore requiring more protection. These categories of data include information about your race or ethnic origins, political opinions, sex life or sexual orientation, religious beliefs and health data. Additionally there are further rules concerning the use of criminal data. We will only process this data if there is a valid reason for doing so and where the law allows us to do so.

#### 5. **When we will get in touch**

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When you give us your personal details you may receive follow up information from us directly, including thank you letters and information on how your support is helping. Some of these communications are administrative (for example to confirm Gift Aid details or to provide you with information to assist your role as a volunteer, fundraiser or Parish Advocate) but others are marketing or fundraising focussed - we will only contact you via email or SMS with marketing materials if you have provided specific consent for us to do so. We will contact you with marketing material by post on the basis that it is in our legitimate interests to do so (see [section 10 below](#)).

We provide easy ways to stop our marketing, and **you can opt out at any time**. It is important to us that we always act on your instructions so you are in control of your relationship with us. Our aim is to communicate with you in a way that makes you want to continue supporting our work.

#### 6. **How to stop or change how we communicate with you**

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If at any time you wish to stop or change how we communicate with you, or update the information we hold, please do get in touch, using one of the following options:

- Email: [info@cathchild.org.uk](mailto:info@cathchild.org.uk)
- Call: 020 8969 5305
- Write to us at 73 St Charles Square, London. W10 6EJ.
- To opt out of emails, click on the unsubscribe link at the bottom of our messages

#### 7. **Your debit/credit card details**

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If you make a donation on our website, or purchase something from our shop, we will never store your debit/credit card details. These payments are processed via an online payments service called Stripe, who will take all of the payment details. Stripe's privacy policy can be found here – [www.stripe.com/gb/privacy](http://www.stripe.com/gb/privacy).

#### 8. **What we do with your personal information**

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We currently have data for approximately 4,000 individuals who have supported our work in some capacity over the last 10 years. This includes home addresses, phone numbers and email addresses. We will continue to add new individuals to our database who have supported us in some capacity. We use this information for the following purposes:

- To provide you with the information or services you have requested, and communicate with you in general

- To analyse, evaluate and improve our work, programmes, services, activities or information
- To provide updates on our work
- To request donations
- To thank donors for their support
- To sell Christmas cards
- To assist your work as a Parish Advocate or as a volunteer for us
- To recruit and communicate with event participants
- To ensure we are not contacting people who have told us not to
- To administer legacies
- To claim gift aid on donations
- To conduct administrative tasks such as confirming Christmas cards have been posted, donations have been received, feedback has been addressed etc.
- To satisfy legal obligations which are binding on us
- For research purposes
- For the prevention of fraud or misuse of services
- For the establishment, defence or enforcement of legal claims

## 9. Donor research and data cleansing

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We may also:

- Analyse your personal information to create a profile about you, your interests and preferences. To do this, we may combine information that you have given us with other information that is publicly available (for example, from public records or open social media). This may include information about wealth and propensity to give. This provides background information about our supporters and helps us to tailor appropriate approaches to individuals in the hope of securing donations. Researching potential new donors ensures we make targeted approaches that engage with individuals who have the capacity to give and are likely to have an interest in our cause. The efficacy of this approach, and the benefits to the donor, is supported by extensive research and allows for more efficient and effective use of our charitable resources.
- **You can always opt out of your personal information being used in this way at any time by contacting us using the details at [section 1](#) above.**
- ‘Cleanse’ the data we hold – this means we may check the information we have such as contact details, against publicly available sources in order to check that it remains accurate and up to date. We may use a third party to do this.

## 10. Lawful processing

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We are required to rely on one or more lawful grounds to collect and use the personal information that we have outlined above. We consider the grounds listed below to be relevant:

### (a) Legitimate interests

Where applicable law allows us to collect and use personal information for our or a third party’s legitimate interests, and the use of your personal information is fair, balanced and does not unduly impact your rights.

We rely on this ground to process your personal information when we believe that it is more practical or appropriate than asking for your consent. Where you contact us regarding a donation, we will rely on the legitimate interest ground to communicate with you in most instances.

- (b) **Consent**  
Where we ask for your consent for our use of your personal information for a specific purpose. You always have the right to withdraw your consent.
- (c) **Contract**  
Where it is necessary to use your personal information to fulfil a contract with you or to take steps at your request prior to entering into one.
- (d) **Legal obligation**  
Where the processing of your personal information is necessary for us to comply with a legal obligation to which we are subject.

## 11. **Do we share your personal information?**

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The personal information we hold about you will be provided to our staff and volunteers who require it in connection with our work and services.

We may disclose your personal information to selected third party processors (such as agents or sub-contractors) for the purposes outlined at section 8. The third party in question will be required to use any personal information they receive in accordance with our instructions.

We reserve the right to disclose your personal information to third parties:

- (a) in the event that we buy or sell any business or assets, in which case we will disclose your personal information to the prospective buyer or seller or such business or assets;
- (b) if substantially all of our assets are acquired by a third party, personal information held by us may be one of the transferred assets;
- (c) with our professional advisors e.g. lawyers, where necessary to protect our interests;
- (d) if we are under any legal or regulatory obligation to do so; and
- (e) in connection with any legal proceedings or prospective legal proceedings, in order to establish, exercise or defend our legal rights.

Otherwise we will ask for your consent before we share your personal information with a third party.

## 12. **We will not share your data for others' marketing purposes**

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You will never receive marketing from other companies or organisations as a result of giving your details to us. We may need to share limited information with our service providers who help us to prepare and send you our communications or process your donations and other responses. However, we do not allow these organisations to use your data for their own purposes and we take care to ensure that they keep your personal information secure, and delete it when it is no longer needed.

## 13. **International Data Transfers**

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As we sometimes use third parties to process personal information, it is possible that personal information we collect from you will be transferred to and stored in a location outside the UK or the European Economic Area (**EEA**).

Please note that certain countries outside of the UK or EEA have a lower standard of protection for personal information, including lower security protections. Where your personal information is transferred, stored, and/ or otherwise processed outside the UK or EEA in a country which does not offer an equivalent standard of protection to the UK or EEA, we will take all reasonable steps

necessary to ensure that the recipient implements appropriate safeguards designed to protect your personal information. For instance we may use cloud providers to store personal information who have servers in the US and are signed up to the Privacy Shield. If you have any questions about the transfer of your personal information, please contact us using the details at [section 1](#).

#### 14. **How long do we keep your personal information?**

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We will keep your personal information only for as long as required in connection with the purposes for which it was collected and/ or is used. As a general rule, unless still required in connection with those purposes, we remove your personal information from our records 6 years after the date on which it was collected. However, in some circumstances we may keep your personal information for longer, for instance where we are required to do so in accordance with legal or regulatory requirements, such as tax and accounting.

In specific circumstances we may also retain your personal information for longer so that we have an accurate record of your dealings with us in the event of any complaints or challenges.

If you would like further information about this, please contact us using the details at [section 1](#).

#### 15. **Your rights**

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We explain how you can update your communication preferences above at [section 6](#) above. Where we rely on your consent, you have the right to withdraw your consent at any time.

When we use your personal information you have the right to:

- Ask us for **confirmation** of what personal information we hold about you, and to request access to a copy of that information. If we are satisfied that you have a right to see this personal information, and we are able to confirm your identity, we will provide you with this personal information.
- Request that we **erase** the personal information we hold about you, as far as we are legally required to do so.
- Ask that we **correct** any personal information that we hold about you which you believe to be inaccurate.
- **Object** to the processing of your personal information where we: (i) process on the basis of the legitimate interests ground; (ii) use the personal information for direct marketing; or (iii) use the personal information for research purposes.
- Ask for the provision of your personal information in a machine-readable format (the **data portability** right) to either yourself or a third party, provided that the personal information in question has been provided to us by you, and is being processed by us: (i) in reliance on your consent; or (ii) because it is necessary for the performance of a contract to which you are party; and in either instance, we are processing it using automated means.
- Ask for processing of your personal information to be **restricted** if there is disagreement about its accuracy or legitimate usage.

If you decide you do not want to receive any further communications from us, please tell us.

**Please note that** you also have the right to lodge a complaint with the Information Commissioner's Office at [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns).

## 16. **Updating this Privacy Notice**

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We may update this Notice. If we update this Notice in a way that significantly changes how we use your personal information, we will bring these changes to your attention where reasonably possible. Otherwise, you can access the latest version of this Notice on our website.