

Privacy Policy updated: Friday 5<sup>th</sup> January 2018

## INTRODUCTION

KidsAid is committed to maintaining the privacy of our beneficiaries, supporters, volunteers and staff. This policy outlines how we collect, store and use data provided over the phone, face to face, in writing, and through our website. The terms outlined in this policy may be updated, so please check the policy from time to time.

If you have any queries about this policy, please contact:

The Charity Manager  
KidsAid House  
4 St Giles' Terrace  
Northampton  
NN1 2BN

## WHO ARE WE?

In this policy 'We', 'Us' or 'Our' refers to The KidsAid Foundation Registered Charity No. 1167852.

The KidsAid Foundation, operating throughout the county of Northamptonshire, works with schools, local authorities and other voluntary bodies to provide therapeutic intervention for children, young people and their families, to help them overcome traumatic events. Our therapists are all professionally qualified and are experienced in their field; they are trained to work with families from all backgrounds and with a whole range of issues.

## WHAT INFORMATION DO WE COLLECT, AND HOW IS IT USED?

### Supporters

If you support The KidsAid Foundation; this may be by volunteering, registering to fundraise, signing up for events, or making a donation; we usually collect:

- Your name
- Your contact details
- Your data of birth
- Your bank or credit card details
- Your motivation for supporting us

Additionally we may ask for information relating to your health if it is relevant to the activity you are doing, for example participating in high risk events.

Our website also uses "cookies", which are text files placed on your computer, to help us analyse how the site is used. These cookies collect your IP address, information about the device you're using, and how you're using the website.

### Job Applicants

We ask for personal information from job applicants to assist with our recruitment process, it will only be used for this purpose. This information will only be accessed by employees involved with the recruitment process.

We will not disclose this information to anyone else outside The KidsAid Foundation. If your application is successful this information will be stored in your personnel record. If you are unsuccessful, we will erase the personal data submitted within a suitable timeframe after the appointment has been made.

## WHERE WE COLLECT INFORMATION ABOUT YOU FROM

We mainly use your information to:

- Provide you with the services, products or information you asked for
- Administer your donation or support your fundraising, including processing gift aid
- Keep a record of your relationship with us
- Manage your marketing preferences
- Understand how we can improve our services, products or information
- To let you know what your support has helped us to achieve and to ask for financial and non-financial support.

### Sharing your story

Some of the people who have benefitted from the work of The KidsAid Foundation choose to share their experiences to help further our work. We will only share this information if we have obtained the explicit and informed consent of the individual involved, or their parent or guardian if they are under the age of 18. This information may be made public by us at events, in materials promoting our campaigning and fundraising work, or in documents such as our annual report.

### SHARING OF DATA

- We do not share or sell donor details with charities or other third parties for the purposes of marketing. However if you are participating in an event ran by another named organisation your details may need to be shared; in these instances we will inform you before your information is shared.
- We only disclose data to the suppliers we engage to process data on our behalf; in such cases information is only shared for the purpose of providing services on our behalf relating to communications, or agreements between yourself and The KidsAid Foundation. We are responsible for your data at all times.
- We will only disclose data when obliged to disclose personal data by law, or the disclosure is 'necessary' for purposes of national security, taxation and criminal investigation.

### HOW CAN I CHANGE MY CONTACT PREFERENCES?

All our direct mailing marketing has clear marketing preference questions, and all our correspondence includes information on how to update your preferences. If you don't want to hear from us contact us on 01604 630332 or email [info@kidsaid.org.uk](mailto:info@kidsaid.org.uk)