

Our Privacy Notice

1. Introduction

Ukuthasa values everyone who engages with us by whatever means, and we do all we can to protect your privacy and to make sure the personal data you provide us is kept safe. This policy explains how we collect data, how we use and store information and what it means for you.

2. Who we are

Ukuthasa is the data controller (contact details below). This means it decides how your personal data is processed and for what purposes.

Ukuthasa
35A Church Rd
Bexleyheath
Kent
DA7 4DD
Charity Number: 1055539

3. What information we collect

This privacy notice explains how Ukuthasa and its website comply with the DPA (Data Protection Act) and the General Data Protection Regulation (GDPR). Ukuthasa complies with its obligations under the GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

a. Directly from us

We collect personal information each time you deal with us, for example when you provide your contact details in writing to our staff or volunteers, request materials or information, sign up for an event; make a donation, or otherwise provide your personal details.

b. From website interaction from us

We collect non-personal data such as IP addresses, details of pages visited and files downloaded. Website usage information is collected using cookies, see the section on Cookies below.

4. What we do with it

a. Processing of requests/donations

We collect personal information each time you deal with us, for example when you provide your contact details in writing to our staff or volunteers, request materials or information, sign up for an event; make a donation, or otherwise provide your personal details. We may use the personal data we collect:

- To inform you of news, events, or activities;
- To provide an interactive website where email is used to communicate with users;
- To raise funds and promote the interests of the charity;
- To maintain our own accounts and records (including the processing of Gift Aid applications);

b. Basis of processing your data

So that we can keep you informed about our news, events and activities and process your donations, we will process your personal data on the basis of the consent you provided us with. You are free to change your preferences at any time.

Legitimate interest is also the basis of our processing relating to supporters and for claiming back tax under the government's Gift Aid scheme, as we are a not-for-profit body.

5. How and where we store your information

a. How long?

We will keep your personal information for a maximum of 3 years, after which we will again ask you for your consent for us to keep your personal data for the following 3 years.

b. Security

We ensure that we have appropriate technical controls in place to protect any personal data you provide. Our network is protected and routinely monitored. We ensure that access to personal data is restricted only to those staff members or volunteers whose job roles require such access and that suitable training is provided for these staff members and volunteers.

d. Where we store your personal information

All digital personal information is password protected and hard copies are in a safe place at all times. All digital information is backed up regularly on an external drive and this is kept safe.

6. When we share your personal information

Your personal data will be treated as strictly confidential and will only be shared with staff and trustees for purposes connected with Ukuthasa. We won't share your data with third parties.

a. Legal duty

We may need to pass on information if required by law or by a regulatory body. For example, a Gift Aid audit by the HMRC, or if asked for details by a law enforcement agency.

b. Our service providers

We do not sell or pass any of your personal information to any other organisations and/or individuals without your express consent, with the following exception – by providing us with your details you are giving the organisation your express permission to transfer your data to our service

providers including mailing houses, such as MailChimp, to enable fulfilment of the purpose for collection.

Where such details are shared we have confidentiality agreements in place that restrict the use of your information to the purpose for which it is provided and ensure it is stored securely and kept no longer than necessary. We may employ agents to carry out tasks on our behalf, such as processing donations. These agents are bound by contract to protect your data and we remain responsible for their actions.

7. Cookies

a. What are cookies?

A cookie is a small amount of data that is sent to your browser and stored on your computer's hard drive. Our website makes use of cookies to collect information about our visitors through Google Analytics.

b. How we use them on our website

To enjoy our website to the full, we recommend that you leave cookies turned on. If you turn off cookies then you may not be able to enter parts of the site. The cookie data that we collect we may use to customise the content on our website and to help to understand visitor's current and future needs

c. Managing cookies

Most browsers allow you to turn off the cookie function. To do this you can look at the help function on your browser.

d. Third party cookies

We work with a number of third party suppliers who set cookies on our website to enable them to provide us with services. These are mainly used for reporting purposes so we can improve the way we communicate. We also use third party suppliers such as Google Analytics and these providers may use cookies. They may also use tracking pixels, which are commonly found in advertising to track the effectiveness of adverts. As some of these services may be based outside of the UK and the European Union, they may not fall under the jurisdiction of UK courts. If you are concerned about this you can change your cookie settings (see above) and can find more information about this [here](#).

9. Your choices and telling us when things change

a. Preferences

You can change your preferences on what you receive from us, or how we contact you, by mail or email, at any time. You can do so by:

Email us on: laia@ukuthasa.org

Write to us at: Ukuthasa, 35A Church Rd, Bexleyheath, Kent, DA7 4DD

b. Updating your details

We do appreciate it if you keep your details up to date. You can do so in the same way as updating your preferences (above). We may use Post Office address search, postcode lists or other available sources to confirm data that you provide us with, where, for example, we are unsure of what you have completed on a form. We will not use these sources to create data that you have chosen not to provide, for example, if you have left a telephone number blank; nor will we automatically update changes of address, we will normally only update your address when you tell us it's changed.

c. Telling us to stop processing

You have the right to ask us to erase your personal data, to ask us to restrict our processing or to object to our processing of your personal data. You can do so at any time by:

Email us on: laia@ukuthasa.org

Write to us at: Ukuthasa, 35A Church Rd, Bexleyheath, Kent, DA7 4DD

10. Access to your information

You have the right to request details of the information we hold about you. To make this request, please write to us at the details above. For more information about your rights under the Data Protection Act (DPA) and General Data Protection Regulation (GDPR) you can visit the website of the Information Commissioner's Office: ico.org.uk

11. Changes to this privacy notice

This privacy notice was last updated in April 2018. We may amend this policy from time to time to take account of changes to our processes or changes to data protection or other legislation. If we make any significant changes to this policy we will show this clearly on our website or in our communications. By continuing to use our website you will be deemed to have accepted these changes.

12. Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Protection Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

13. Governing law

The Privacy Notice is subject to English law. All claims or disputes (including non-contractual disputes or claims) arising out of or in connection with the use of the websites shall be subject to the non-exclusive jurisdiction of the courts of England and Wales.

If you have any queries please contact us at laia@ukuthasa.org.