

JustHelping Privacy Policy

This Privacy Policy sets out the obligations of JustHelping, a charity registered in the UK under number 1140968, whose registered office is at St George's House, 215 – 219 Chester Road, Manchester M15 4JE regarding the personal data collected, held, and processed by JustHelping in accordance with Data Protection Act (DPA) and the General Data Protection Regulation (GDPR) 2018.

This privacy policy explains how we process any personal information we collect about you when you use this website. We are committed to protecting and respecting your privacy. Whenever you provide, or we collect personal information by which you can be identified, then it will only be used in accordance with this policy, and in accordance with the Data Protection Laws mentioned above.

Who we are?

By using our website, supporting, or volunteering for us or providing us with any personal data, we will collect, use and disclose the information you provide in the way set out in this policy. Within the context of this policy, 'we,' 'us,' and 'our' refers to JustHelping. If you are not happy with the way that we will use your personal data, we will only be able to provide limited services to you including the ability to collect your Christmas tree. If you have any questions about this policy or what we do with your data, please contact us using the Contact Us form on our website or via email to dataprotection@just-helping.org.uk or you can write to us at St George's House, 215 – 219 Chester Road, Manchester M15 4JE.

We may change and update this policy from time to time to ensure it is up to date and in line with current legislation. You can check our current privacy policy at any time on our website or by contacting us through the details mentioned above.

Personal data

The GDPR defines "personal data" as any information relating to an identified or identifiable natural person (an "individual"). An identifiable natural person is one who can be identified, directly or indirectly, by reference to an identifier such as a name, an identification number, location data, an online identifier, or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural, or social identity of that natural person.

What information do we collect about you?

We may collect the following information to facilitate the Christmas tree collection and for administrative purposes, to enable us to keep in touch with you and to help us raise money for hospices and other local charities. We may obtain personal information from you when you enquire about JustHelping, apply to volunteer or work with us, send or receive an email or enquire about us, the Christmas tree collection or our fundraising. This involves us processing and storing your personal information which you provide to us when you make a donation or when you register your Christmas tree for collection.

- Name and contact information including your full postal address, telephone and or mobile numbers and an email address.

- Information such as the fundraising events or volunteering opportunities that you are interested in.
- Financial information such as your debit/credit card so that we can process donations
- Whether you are a UK taxpayer so that we can claim Gift Aid on your donations
- How you heard about us and the Christmas tree collection or the Hospice Crisis Appeal.
- Photographs and videos such as during the Christmas tree collection event
- When you interact with us on our social media pages such as Facebook, Twitter and Instagram. We collect information from these sites if the settings on your accounts or the privacy policies of these sites give us permission to do so. This would include your name, and any direct or private messages sent to us.
- When you sign up for our newsletter. We collect information such as your name and email address and we may audit your click throughs on the newsletter emails which we send to you. We use the Mailchimp platform for our email communication
- When you voluntarily provide us with personal data whilst completing surveys, signing up for events or providing feedback. We collect information such as your name, email address, postal address and any additional comments or information that you give back to us.

If any of your personal data changes or you believe that any of the personal data which we hold is incorrect, please let us know by contacting us by email at dataprotection@just-helping.org.uk or by post to St George's House, 215 – 219 Chester Road, Manchester M15 4JE and we will ensure that your personal data is up to date. We may also contact you from time to time to verify that your personal data is up to date.

We may collect the following information from candidates for employment or volunteering with JustHelping:

- Name and contact information including postal address and contact numbers and email addresses
- Date of birth
- Education, qualifications and professional memberships, employment history and references
- Ethnicity, nationality, country of birth and gender for equal opportunities monitoring purposes
- Medical information to ensure that you are fit for the role
- Driving license details and vehicle insurance, tax and MOT details
- Emergency contact details so that we can contact someone nominated by you in the event of an emergency
- Details of your employment or volunteering including start date, salary details and any employment records such as training records
- Bank details for payroll purposes.

Data Protection law recognises certain categories of personal information relating to health, race, religious beliefs and political opinions are more sensitive. We will only collect this information for employees or volunteers.

How we will use the information about you

When processing your personal data, we will only do so in relation to specific purposes, for the purposes that you have given us consent for and only after careful consideration to ensure that your privacy rights are not impacted. We will process the personal information that you provide us in several ways such as:

- To process your Christmas tree registration

- To provide updates regarding the collection of your Christmas tree
- To collect your Christmas tree
- Processing a donation that you have made
- Responding to correspondence you have sent to us
- Where we need to comply with a legal obligation such as to retain and process records when you donate to us for Gift Aid transactions
- We use information about candidates and employees to recruit staff and fulfil our obligations under the contract of employment
- We use information about volunteers to recruit, communicate with, train and supervise and celebrate the work of volunteers
- We will process your personal information where you have given us consent to do so when you have asked to receive our newsletter, information about volunteering or about the Christmas tree collection or about the work of JustHelping.

Marketing Communications

We will process your personal data where you have given your consent to us doing so for example:

- When you have asked to receive our latest news through our newsletter
- When you have asked to receive other forms of marketing communication about JustHelping
- When you have asked to receive information about the Christmas tree collection

Where we are relying on consent to process your personal data, we will only process your personal data for the purpose that you have given us consent for. If you would like to receive these communications but have not opted in, please contact us via the Contact Us form on our website or by email to info@just-helping.org.uk.

We may collect and use your personal information by relying on the legitimate interest legal basis such as when you have registered a tree for collection in a previous year, we will want to tell you about the collection the following year because we have a legitimate organisational interest to use your personal information and there is no prejudice or harm to your rights and freedom by using your personal information for this purpose. Where we do so, we will always provide you with the opportunity to opt-out of such communications.

How we store your personal information.

We will keep your information secure by taking appropriate technical and organisational measures against its unauthorised or unlawful processing and against its accidental loss, destruction or damage.

We hold supporter data on a secure database. If you have provided information to us on paper, it is transferred to the electronic database. We do not store debit/card details as these are dealt with by the online payment providers PayPal, Braintree and Sage Pay. We store personal records of current and past employees in secure electronic files and in locked filing cabinets. We store volunteer records in secure electronic files and in locked filing cabinets. JustHelping will keep your personal information confidential and will not supply it to any third party (except those detailed below) without your consent unless we are obliged or permitted by law to do so.

We will not contact you for marketing purposes unless you have given your consent. If you have consented to receive marketing, you may opt out at any time. Simply follow the 'unsubscribe' links

on our emails, or you can email or write to us with your request. Please see [How to contact us](#) section below for more information.

Retention of your data

We will only retain your personal data for as long as we need to keep it. We will consider any ongoing obligations we have to you, legal requirements (such as to HMRC) and contractual agreements. We will not keep your data indefinitely and will always dispose of it carefully when it is no longer necessary for us to retain it in line with the schedules in our Data Retention Policy.

Sharing your information

We will never sell your data or share it with another company or charity for marketing purposes.

Data sharing with our trusted partners and service providers

We work closely and partner with trusted, third-party service providers (known as processors) who act on our behalf and with whom we need to share personal information to help us manage our systems and processes (such as online payment providers) and to operate the Christmas tree collection and the Hospice Crisis Appeal.

JustHelping remains responsible for ensuring that its processors comply with data protection law and this Policy in their handling of personal data. Prior to appointing a processor, we assess and apply data protection and information security measures which include appropriate risk assessments and reviews, and contractual obligations.

Our partner service providers have a data sharing or framework agreement with us and are required to treat your data as carefully as we do and use it only for the work they are doing for us. We will comply with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR 2018) when using your information in this way.

We work closely and partner with hospices and other charities or non-for-profit organisations with whom we need to share personal information to help us operate the Christmas tree collection and the Hospice Appeal. These partners have a data sharing agreement with JustHelping and are required to treat your data as carefully as we do and only to use it as instructed. Any further correspondence you receive from them will not be governed by this policy, it will be governed by their privacy policies and you may ask them to stop communicating with you by contacting them in accordance with the terms of their privacy policy and the relevant laws.

Our partners will never share your personal data with third parties for promotional purposes. Our partners are those described below or those as required by law.

Organisation	Reason we share your data
IT service provider and website providers New Orbit Ltd and Klick Digital Ltd.	The website providers provide JustHelping with IT support. Their access to personal data is restricted and, on a need, to know basis. They also provide us with website support.
Routing and mapping of addresses for the Christmas tree collection 121 Systems	121 systems provide the routing and mapping so that the volunteers can collect the Christmas trees. They have access to your personal information

	including name, email, contact details and full address so that postcodes can be geocoded, and the full information provided in the format required for the volunteers to collect the trees.
HMRC	To allow us to claim gift aid on your donations where you have declared you wish us to do so
Our bank and payment providers	To process, authorise and complete financial transactions with donors, staff and volunteers
Hospices	Hospices co-ordinate the Christmas tree collection with their volunteers so that the Christmas trees can be collected. They have access to your personal data so that they can update their own databases with marketing preferences and donation information.
Charities and non-for-profit organisations	These groups co-ordinate the Christmas tree collection with their volunteers so that the Christmas trees can be collected. They have access to your personal data so that they can update their own databases with marketing preferences and donation information if you have given your consent to do so.

Access to your information and correction

You have the right to request a copy of the information we hold about you.

JustHelping fully recognises and supports the rights of individuals to make a subject access request about how we handle their personal data. This entitles an individual to receive a copy of the personal data JustHelping holds about them, together with information about how and why we process it and other rights which they have. This enables them, for example, to check we are lawfully processing their data and to correct any inaccuracies.

Under data protection law, individuals have certain rights when it comes to how we handle their personal data. For example, an individual has the following rights:

- The right to make a 'subject access request'.
- The right to request that we correct incomplete or inaccurate personal data that we hold about them.
- The right to withdraw any consent which they have given.
- The right to request that we delete or remove personal data that we hold about them where there is no good reason for us continuing to process it. Individuals also have the right to ask us to delete or remove their personal data where they have exercised their right to object to processing.
- The right to object to our processing of their personal data for direct marketing purposes, or where we are relying on our legitimate interest (or those of a third party), where we cannot show a compelling reason to continue the processing.
- The right to request that we restrict our processing of their personal data. This enables individuals to ask us to suspend the processing of personal data about them, for example if they want us to establish its accuracy or the reason for processing it.
- The right to request that we transfer to them or another party, in a structured format, their personal data which they have provided to us (also known as the right to 'data portability'). The applicability of this right depends on the legal grounds on which we process it.

- The right to challenge a decision based solely on profiling/automated processing, to obtain human intervention, and to express their point of view.

We want to make sure your personal information is accurate and up-to-date. You may ask us to correct or remove information you think is inaccurate. We may ask for you to provide proof of your identity to process your request. Where the request is made electronically, JustHelping will provide the information in a commonly used electronic format. JustHelping will deal with all subject access requests promptly and within the 28-day deadline. The information will be provided free of charge.

If you would like a copy of some or all of your personal information, you can get in touch via our Contact Us form on the website, by email to dataprotection@just-helping.org.uk or write to us at St George's House, 215 – 219 Chester Road, Manchester M15 4JE.

Other Sites

If you follow a link from our website to another site this policy will no longer apply. We are not responsible for the information handling practices of third-party sites or services and we encourage you to read the privacy policies appearing on those sites or services.

If you use buttons on our website linked to social media for example, Like and/or Share buttons), content from our website may be sent back to that other website and depending on your privacy settings, may be privately or publicly visible (for example to friends, followers or generally to anyone who has access to your profile page).

Complaints process

If you are unhappy with the way we have dealt with your personal data or if you have any further questions about how we process and retain your personal data please email dataprotection@just-helping.org.uk or write to us at St George's House, 215 – 219 Chester Road, Manchester M15 4JE or use the Contact Us form on the website.

If you are still not satisfied, you have the right to lodge a complaint with the Information Commissioner's Office. Further information is available on the ICO website www.ico.org.uk

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this website. This privacy policy was last updated on the 5th May 2020.

Monitoring and review

This Policy will be reviewed every three years.