

Bath Cats and Dogs Home Privacy Notice

We really value our supporters and are committed to respecting your privacy and keeping your personal information safe.

This privacy policy tells you what to expect when Bath Cats and Dogs Home (RSPCA Bath and District Branch) collects personal information.

Who we are

Bath Cats and Dogs Home (RSPCA Bath and District Branch), charity number 205594, is an independently funded charity rescuing, rehabilitating and rehoming unwanted and animals in need. We are a branch of the RSPCA but as an independent charity are entirely self-funded.

Bath Cats and Dogs Home is registered as a data controller under the Data Protection Act 1998. Details can be found on the ICO website, <https://ico.org.uk/about-the-ico/what-we-do/register-of-data-controllers/>

Bath Cats and Dogs Home Trading Ltd (registered company number 07144330) is a wholly owned subsidiary which trades on our behalf.

What personal information we may collect about you

We may collect personal information about you when you register to adopt an animal, ask about our activities, register with us for publications, volunteer or fundraise for us, make a donation or sign up for an event or other engagements with us.

This can include information such as your name, communication preferences, email address, postal address, telephone numbers, or bank account details so we can process donations or information as to whether you are a taxpayer to help us claim gift aid.

We do not usually collect sensitive personal information about our supporters unless there is a clear reason for doing so, for example relating to your health and only where appropriate – such as participation in a marathon or similar fundraising event, or where we provide appropriate support to enable you to participate in an event.

How we may use your information

We will not swap or sell your personal information to other organisations for them to use in their own marketing activities.

We use service providers (such as mailing houses and financial processing data houses) to help us provide you with our services.

We do not carry out door to door fundraising, telephone fundraising campaigns or buy cold data lists.

We give relevant persons working for some of these service providers access to your personal information, but only to the extent necessary for them to perform their services for us. We enter into contracts with all of these service providers that require them to comply with data protection laws and to ensure that they have appropriate controls in place to protect the security of your information.

We may comply with requests where disclosure of personal information is required or permitted by law, for example to government bodies for tax purposes or law enforcement agencies for the prevention and detection of crime, subject to such bodies providing us with a relevant request in writing.

How we protect your personal information?

We take appropriate physical, electronic and managerial measures to ensure that we keep your information secure, accurate and up to date, and that we only keep it as long as is reasonable and necessary.

Although we use appropriate security measures once we have received your personal information, the transmission of information over the internet is never completely secure. We do our best to protect personal information, but we cannot guarantee the security of information transmitted to our website, so any transmission is at the user's own risk. However, any payment card details (such as credit or debit cards) we receive on our website are passed securely to our payment processing provider according to the Payment Card Industry Security Standards.

Children and vulnerable persons

Vulnerable persons

Every supporter is treated as an individual with a unique background, experience and circumstance and every interaction between a supporter and a member of Bath Cats and Dogs Home staff is different. We tailor our interactions to the individual we are speaking to and follow the Institute of Fundraising's best practice guide when dealing with vulnerable people.

Children

We are committed to protecting the privacy of young people who want to fundraise for us or who are members of our Paws and Claws Club. Our young people's activities may request specific information about the age of participants. Where appropriate we will seek consent from a parent, guardian or carer before collecting information about young people under 16.

Emails terms of use

Emails aren't always secure, and they may be intercepted or changed after they've been sent. Bath Cats and Dogs Home doesn't accept liability if this happens. The contents of emails reflect their author's views and not necessarily those of Bath Cats and Dogs Home.

Please do not send Bath Cats and Dogs Home any financial data through email.

The information in emails is confidential, so if you've received one by mistake, please delete it without copying, using, or telling anyone about its contents.

Keeping your details up to date and changing how you hear from us

You can help us keep our records up to date by telling us when your contact details and other personal information changes. You can also change your mind at any time about how we contact you or ask us to stop contacting you altogether.

Please contact us using the details below and we'll make the changes for you:

- Call us on 01225 787334
- Email supportercare@bcdh.org.uk
- Or write to us at Bath Cats and Dogs Home, Supporter Care, The Avenue, Claverton Down, Bath, BA2 7AZ

If you tell us that you no longer want to hear from us and you are on our supporter database, it may take a short while before our communications stop altogether as a selection of supporter information for some mailings is done a few weeks in advance.

Can you gain access to your personal information?

You may request a copy of the personal information relating to you which is kept on file by Bath Cats and Dogs Home (for which we may charge a small fee) by contacting the Home's Data Controller.