



Ridley  
Eye  
Foundation

Privacy Policy  
**As At January 2022**

[ridleyeyefoundation.org](http://ridleyeyefoundation.org)



# Privacy Policy

## As At January 2022

### Our contact details

**Name:** The DPO AND FINANCE AND COMPLIANCE TRUSTEE

**Address:** RIDLEY EYE FOUNDATION, SWINSTEAD HALL, SWINSTEAD Nr GRANTHAM, LINCS NG33 4PH

**Phone Number:** 01476 550066

**E-mail:** [office@ridleyeyefoundation.org](mailto:office@ridleyeyefoundation.org)

### The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details including email addresses)
- Statistical data collected from our website
- Any personal identifiers that are provided to our Just Giving donation site
- Contact details associated with agreement to receive our newsletter, social media feeds, and attendance at events booked or purchased through Eventbrite or any other booking platform that we use from time to time
- We do not collect financial information other than provided as transaction details associated with direct debits, legacies, or BACS payments

### How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You have opted in to receive publicity, newsletters, or other information relevant to our charitable objectives and activities
- We do this with your consent and for legitimate business purposes

We also receive personal information indirectly, from the following sources in the following scenarios:

- Data provided to us via any of our online services platforms such as Just Giving; our social media platforms including LinkedIn and Facebook; and ticketing platforms such as Eventbrite

- We use this information to deliver the services or information you have either requested or opted in to receive

We use the information that you have given us in order to communicate with you for legitimate business purposes; provide a service you have requested; or respond to a question or enquiry you have made to us.

We may share this information with our subsidiary charity in Nepal (the Ridley Eye Foundation Nepal).

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting [office@ridleyeyefoundation.org](mailto:office@ridleyeyefoundation.org)
- (b) We have a contractual obligation
- (c) We have a legal obligation
- (d) We have a vital interest
- (e) We need it to perform a public task
- (f) We have a legitimate interest

We only collect personal details or information from our website, any communication you initiate with us, and publically available information where we have a legitimate interest to do so or a legal requirement to do so.



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### How we store your personal information

Your information is securely stored. We use an online charity customer relationship management database called Donorfy. Donorfy is itself regulated by its own GDPR obligations and privacy policy.

We keep contact details for two years. We will contact you to confirm you remain happy for us to hold your contact details and other information you have provided (such as date of birth, charitable interests, or other instructions regarding communication with you, or financial details relating to donation or payment agreements such as standing orders or direct debits. If you do not agree to this, or if you wish to be removed from our database then we will dispose of your information by electronic deletion, or where the information is held in written form then by shredding.

### Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances

**Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [office@ridleyeyefoundation.org](mailto:office@ridleyeyefoundation.org) or by writing to us at the address at the top of this policy if you wish to make a request.

### How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at [office@ridleyeyefoundation.org](mailto:office@ridleyeyefoundation.org) or in writing to the address at the top of this policy.

You can also complain to the ICO if you are unhappy with how we have used your data.

#### The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

