

Chula Privacy Policy

At Chula, we want to make sure that everyone we support, or who supports us, feels confident and comfortable with how any personal information you share with us will be looked after or used. This Privacy Policy sets out how we collect, use and store your personal information (this means any information that identifies or could identify you).

How we collect your data

We collect your data in a number of different ways:

- When you join our mailing list
- When you make a donation
- When you volunteer with us

We use cookies on our website browser which do not collect personal data but rather collect information which helps us assess how the website is used and how it can be improved.

As a youth charity, we do sometimes have a requirement to collect information regarding the young people we are interested in working with, or who are involved in our projects. However, Chula would never collect any personal information from a minor without the consent of their parent or carer and we never knowingly collect information from children under the age of 14 from our website.

We subscribe to the best fundraising practice guidelines provided by the Institute of Fundraising and The Fundraising Regulator. Chula fully subscribes to The Data Protection Act (1998), The E-communications Act (2003) and The Charities Act (2016).

We will never intentionally misuse or allow others to misuse any personal data it collects or holds.

How we use your data

- Postal address

We use your postal address to thank you for your donation(s) where we don't have an email address or you unsubscribed from our email communications.

- Telephone number

We use your telephone number to provide information, including fundraising and marketing if we have consent from you to do so. We will not contact you by telephone if you are registered on the Telephone Preferential Service (TPS) unless we have a specific opt-in from you for us to contact you by telephone or the call is of administrative nature. We will not use your number to send SMS.

- Email address

We only send you emails, including our newsletter, if you have given us your consent. You can unsubscribe to our emails at any time, by using the 'unsubscribe'

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Approved by Bradley French, Verity Allan & Georgina Thomas September 24th 2019

To be reviewed in September 2020

link at the bottom of all our emails, or by getting in touch
hello@chulaeducation.org

- Third parties

Chula will not sell, trade or rent your personal contact details to any organisation. We do use third-party financial institutions to process our donations. They receive the card number and other personal information only to verify and process transactions securely. We do not allow for any third parties to sell, trade or rent this data or use it for anything other than what they are contracted to do, or store the data over a long-term period.

- Research

We carry out research using publicly available information and expressed interests which allows our fundraising team to communicate with supporters in an individual and tailored way relating to their interests. This allows us to reduce the amount of unwanted or irrelevant communications sent to our donors.

How we store your information

Chula stores all information relating to individuals in a secure online cloud or on our secure online database. No personal information is stored on staff computers or external hard drives unless necessary. When this is required additional password protection is used to protect this information.

Your rights

If you do wish to exercise any of your rights, as listed below please write to us at hello@chulaeducation.org

- Access to your personal information;
- Objection to processing of your personal information;
- Objection to automated decision-making and profiling;
- Restriction of processing of your personal information;
- Your personal data portability;
- Rectification of your personal information; and
- Erasure of your personal information

If you make a request relating to any of your rights listed above, we will consider each request in accordance with all applicable data protection laws and regulations. No administration fee will be charged for considering and/or complying with such a request unless the request is deemed to be excessive in nature.

Upon successful verification of your identity you are entitled to obtain the following information about your own personal information:

- The purposes of the collection, processing, use and storage of your personal data. The source(s) of the personal information, if it was not obtained from you.

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- The categories of personal data stored about you.
- The recipients or categories of recipients to whom your personal data has been or may be transmitted, along with the location of those recipients.
- The envisaged period of storage for your personal data or the rationale for determining the storage period.
- The use of any automated decision-making and/or profiling.

You can make the above request by emailing hello@chulaeducation.org

Get in touch.

We want to be as honest and open as possible, as without you, we couldn't do the vital work that we do. If you have any queries about our Privacy Policy or how your data is stored, feel free to contact us at hello@chulaeducation.org.

This policy was adopted at a trustees meeting of Chula on 24th September 2019, and will be reviewed at least every year. The next review will be 24th August 2020, but we will update you if we make any changes before this.

Bradley French	 <hr/>
Georgina Thomas	 <hr/>
Verity Allan	 <hr/>
Sarah Godfrey	 <hr/>

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