



Cheltenham Open Door Privacy Policy

Our contact details

- Name: Cheltenham Open Door
- Address: 39 Grosvenor Street, Cheltenham GL52 2SQ.
- Phone Number: 01242 577418
- E-mail: info@cheltenhamopendoor.org.uk
- Website: www.cheltenhamopendoor.org.uk

We respect your privacy and comply with any applicable law and regulation regarding any personal information we may collect about you, including across our website, our Guest Centre and Donations Hub.

Personal information is any information about you which can be used to identify you. This includes information about you as a person (including your name, address, and date of birth), your devices, payment details, and information about how you use our website.

Information you give us

Cheltenham Open Door may obtain personal information from you in various ways, for example when you subscribe to our newsletter, apply to become a volunteer, or make a donation.

Our website

When you visit www.cheltenhamopendoor.com, we may automatically collect data such as geo-location data and the referral URL.

Third party links on www.cheltenhamopendoor.com

Where our website contains links to third-party sites and services, be aware that these sites and services have their own privacy policies. After following a link to any third-party content, this Privacy Policy does not apply to any of your activities. You should check the Privacy Notice of third parties to whom you provide your information to understand how they will process your information.

Information about you from third parties

We may also receive information about you from independent third parties, such as JustGiving. We will only receive information from third parties in this way if you have given your consent for this information to be passed to us. You should check the Privacy Notice of third parties to whom you

provide your information to understand how they will process your information. Once we have obtained this information from the third party, it will be covered by our Privacy Notice as well as by the originating third party.

The types of data we collect

Depending on your interaction with Cheltenham Open Door, the details we collect may include:

- Your name and contact details
- Gift aid status
- Your IP address, location, browser type and information on how you interact on our website
- Financial information that you provide to us
- Any other information provided by yourself at our request
- Photographs taken during visits to our premises.
- Copies of correspondence
- Records of any donations
- How you'd like to hear from us

We will only use your data for the purposes for which it was collected. If we need to use your data for an unrelated purpose, we will seek your consent to use it for that new purpose.

To assist us in our fundraising, we may obtain information from the public media and internet sites (eg. LinkedIn) and we may undertake research to identify potential donors and use the information you have provided along with other sources of information to get a better understanding of who you are, so that fundraising communications can be best tailored to you.

Why we use your personal information

Fundraising helps us to achieve our strategic objective of remaining independent. We fundraise from individuals, companies and foundations who want to support our charitable purposes and do so in accordance with the Fundraising Promise and Fundraising Code of Practice.

Reasons we may use your personal data include:

- to keep you informed about the work of our charity
- in connection with providing financial support for the charitable aims of Cheltenham Open Door
- in connection with other ways in which you might support us.

We will contact you for the above purposes by email, telephone, post or by text message. If you do not wish to be contacted for any of the above purposes, please inform us using the details [at the top of this document](#).

Legal basis for processing your personal information

The legal basis we rely on to process your data are:

- Consent
- Legitimate interest
- Legal Obligation
- Vital interest

Where we process your personal information for our legitimate interests, we will always consider and balance any potential impact on you and your rights under data protection laws. We will ensure that your personal data will not be used where our interests are overridden by the impact on you. If

you object to us using your information where we are relying on our legitimate interests, please contact us using the details at the details [at the top of this document](#).

How long we keep your data

We will only keep your personal information for as long as we need to. This duration may depend on how we are using your information, in accordance with this privacy policy. Once your personal information is no longer required, we will delete it or make it anonymous by removing all details that identify you. Where we are required to, we may retain your personal information for our compliance with a legal, accounting, or reporting obligation.

Keeping your personal information safe

Cheltenham Open Door takes appropriate procedural and technical measures to keep your data secure.

Where we work with third parties, for example to produce direct marketing / newsletters, we ensure those third parties also have the required data security measures in place.

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.

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

Please contact us using the details [at the top of this document](#) 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 info@cheltenhamopendoor.co.uk

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>
