



Personal data privacy notice

Who we are

This privacy notice covers all personal data that is gathered by RSPCA Cornwall Branch, charity number 1024808.

We are committed to respecting your privacy and keeping your personal information safe. This privacy notice tells you what to expect when the Royal Society for the Prevention of Cruelty to Animals Cornwall Branch (RSPCA Cornwall Branch) collects personal information. In particular, this notice tells you about how we use your information.

What personal information we collect about you

We may collect personal information about you when you:

- use our welfare assistance services such as requesting financial aid for veterinary bills and for subsidised microchipping and neutering
- sign up for newsletters or sponsor a kennel or register for our Peace of Mind service
- volunteer, fundraise for us, make a donation or pledge to leave a legacy to the Branch
- surrender an animal to us for rehoming or adopt or foster an animal from us
- telephone, write to us, contact us via social media or text us with your personal information

This can include information such as your name, communication preferences, email address, postal address, telephone number, mobile number, date of birth or bank account details so we can process donations and claim gift aid. We do not collect sensitive personal information about our supporters or volunteers 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 need to ensure that we provide appropriate support to enable you to participate in an event or support us in some other way.

How we may use your information

All the personal data we hold about you will be processed by RSPCA staff in the United Kingdom and, without your permission, we will not send your data to any third parties except those who directly assist us to provide the services stated above. These firms are:

- PetPlan Insurance, G W 2 Great West House, Great West Road, Brentford TW8 9DX
- RSPCA HQ, Wilberforce Way, Southwater, Horsham RH13 9RS
- Sheltermanager Ltd (software provider), Unit 37, Jessops Riverside, 800 Brightside Lane, Sheffield, S9 2RX
- Robinson Reed Layton Accountants & Auditors, Peat House, Newham Road, Truro TR1 2DP

These businesses have each provided safeguards to ensure the safety of your personal data, and it shall be processed to at least the same standards as set out by the General Data Protection Regulation.

The lawful basis that we rely on for processing your data will depend upon the circumstances in which it is being collected and used but will in most cases fall into one of the following categories:

- where you have provided your consent to allow us to use your data in a certain way
- where the processing is necessary to carry out the performance of a contract with you
- where the processing is necessary in order for us to comply with a legal obligation
- where it is in our legitimate interests to perform our functions, for example, processing donations or sending you administrative communications where our legitimate interest is to raise funds and to deliver our charitable purposes

How long we keep your personal data

Generally we will keep your personal data only as long as needed to provide you with the services requested (ongoing newsletter sent by post for subscribers, and information communications via email in response to an enquiry). Data required to be retained for compliance with legal obligations e.g. HMRC will be retained for a minimum of six years.

Telling us when things change

You can help us keep our records up to date by telling us when your details and other personal information change. You can also change your mind at any time about how we contact you or ask us to stop contacting you altogether. If you request no further contact from us, we will keep the information we hold on you and add you to our suppression lists to ensure that you do not receive unwanted material in the future.

Please contact the Branch Administrator who will make the changes for you:

- call on 01637 881455
- email info@rspcacornwall.org.uk
- write to the Branch Administrator, The Venton RSPCA Animal Centre, Quoit, St Columb TR9 6JS

Access to your information and correction: your rights

You have the right to see information contained in personal data we hold about you so that you are aware of and can verify the lawfulness of the processing, and to have it corrected or deleted if it is no longer needed or there is no longer a legitimate reason for the processing. If at any point you wish to either confirm whether your personal data is being processed and/or access the data we hold on you, you can request to see this information, free of charge, and we will respond to this request within a month.

How to complain about the use of your data

If you wish to raise a complaint about how we have handled your personal data, including in relation to any of the rights outlined above, you can contact the Branch Administrator at The Venton RSPCA Animal Centre, Quoit, St Columb TR9 6JS who will investigate your concerns.

If you are not satisfied with our response, or believe we are processing your data unfairly or unlawfully, you can complain to the Information Commissioner's Office (ICO). You can find further information about the ICO and their complaints procedure here: <https://ico.org.uk/concerns/>.