
Privacy policy

1. What information do we gather?

As a supporter of, or someone interested in east to west you may be asked to provide us with personal information such as your name, address, telephone number and email address when you contact us.

This information is collected for internal administrative purposes only and will not be passed to any other organisations. Some of the information we collect through forms (e.g. on our website) is marked as mandatory and other information is provided voluntarily. Mandatory information allows us to contact you and keep you up to date with what we are doing as an organisation. Voluntary information allows us to create a picture of you as a (potential) supporter allowing us to tailor our interactions more specifically for your needs e.g. if you highlight an interest in volunteering opportunities, we'll be able to let you know if an opportunity becomes available.

2. Confidentiality

east to west will treat your data with the strictest confidence and have put in place both physical and online measures to maintain its security. This confidence will be maintained, with the exception of any safeguarding issues where a significant risk of serious harm has been identified against you or someone else. In this instance, we may have to pass on relevant data to third parties such as the emergency services.

3. Donation details

We will hold your banking details in the case of standing orders and gift aid registration. This enables us to monitor our income and set our budgets accordingly. Banking details around one off gifts, or donations will not be kept on record and will be deleted as appropriate once a transaction has been completed

4. How do we use your information?

We use your personal data to allow us to do several things.

- 1) It allows us to keep you up to date with the relevant work of east to west
- 2) It provides us with an opportunity to share the events and fundraising activities that we have planned
- 3) We use your data to inform you of relevant appeals or funding requests we may have
- 4) Having your data benefits east to west financially as we can claim gift aid (an extra 25%) on some donations/gifts
- 5) Knowing your preferred method of communication enables east to west to work more effectively with you ensuring you get the information you require in a way that works for you
- 6) It allows us to keep track of your wishes and the permissions you have given regarding your data and what we keep of it.

5. Who will we share this information with?

We do not share the information we collect with any third party. We are subject to the Data Protection Act and the Privacy Act and will comply with this.

6. How do we protect your information?

We follow the Information Commissioner's Office's recommendations for our own data security. Any online donations are protected by the payment processor we use who have their own security measures to keep your personal banking details safe, including safeguards such as firewalls and data encryption. Please see their privacy policy for more information.

7. What rights do you have to access, change or remove your information?

You have the right to receive a copy of the information that we have collected from you. Any inaccurate personal data will be rectified or destroyed, and we welcome any amendments you may suggest. We are focussed on making your experience of east to west as positive as possible above our obligation to keep any data we collect as accurate as reasonably possible.

You have the right to access and amend or ask us to remove your personal information at any time and if you wish to do so:

- please email us at info@easttwest.org.uk
- call us on 01784 438007 or
- write to us at Unit 3, 80 High Street, Egham, Surrey, TW20 9HE.

8. Use of cookies

When you provide us with personal information through our website, we may use "cookies". A cookie is a short amount of data that is sent to your browser by a web server and can only be read back by the server that sent it to you. A cookie functions as your identification card and we may use it to track your bookings, log your IP address, or record other information about you. Cookies cannot be executed as code or deliver viruses. Most browsers are able to accept cookies. You can set your browser to notify you when you receive a cookie, giving you the chance to decide whether or not to accept it.

9. External links

If using our website, it may contain links to other sites at which your personal information is collected, on our ticket platform (if hosted by an outside agency) for example. When following a link to another site, the collection and use of your personal information is controlled by the privacy policy of that site. We do not accept any responsibility or liability for the privacy policies of external websites and your use of external websites is at your own risk.

All information is correct at the time of publication. We reserve the right to make alterations should circumstances require it.

This policy was last updated November 2017