

Privacy Policy

Project HOPE UK's privacy policy describes its treatment of personal information you provide to us, whether online, via phone, text, email, in letters or in other correspondence. Under the General Data Protection Regulation (GDPR) 2018, we have a legal duty to protect any information we collect from you and we keep strict security standards to prevent any unauthorised access to it.

Personal information

We are committed to protecting your privacy. We will use the information we collect about you to process your requests and to keep in touch with you about our work. Examples include:

- to process donations and gift aid transactions
- to send fundraising appeals
- to record any contact we have with you to help us provide you with the most appropriate communications
- to check that your communications preferences are up to date
- to invite you to participate in campaigns or attend events
- to notify you of the changes to our policies
- to ensure that content from our site is presented in the most effective manner for you and your computer

Project HOPE UK does not collect or use information for commercial marketing and your data will never be revealed to a third party without your consent, unless we are required to do so by law or by subpoena. You will not receive unsolicited e-mails by supplying us with your e-mail address, unless you have given us consent to do so.

How we protect your personal information

We take appropriate physical, electronic and managerial measures to ensure that we keep your information secure, accurate and up to date, and that we only keep it as long as is reasonable and necessary; for example, we will keep a record of donations for at least seven years.

Although we use appropriate security measures once we have received your personal information, the transmission of information over the internet is never completely secure. We cannot guarantee the security of information transmitted to our website, so any transmission is at the user's own risk. However, any payment card details (such as credit or debit cards) we receive on our website are passed securely to our payment processing providers (CAF, GoCardless, Paypal or VirginMoneyGiving) according to the Payment Card Industry Security Standards.

How to update or delete your personal information

If your contact details have changed or you think any information we have about you is incorrect or incomplete, you can update or correct the information we hold by contacting us at info@projecthopeuk.org, writing to us at Project HOPE UK, Building 10, Stockley Park West, Uxbridge, UB11 1BT, UK or calling us on +44 208 990 2864.

You also have the right to request that we delete your personal information from our records.

If you wish to change how we communicate with you, please contact us as above.

You may also opt out of our email updates at any time by clicking the 'unsubscribe' link at the end of the email and we will remove your name from our mailing list.

You can also make a complaint about the use of your personal data with the Information Commissioner's Office (ICO), the UK data protection regulator. You can do this by calling the ICO helpline or through the ICO website. For further details, visit <https://ico.org.uk/concerns/>

Financial details

Project HOPE UK does not store any customer credit or debit card information. This data is all stored securely by our payment providers CAF, GoCardless, PayPal or VirginMoneyGiving. Details of their privacy policies can be read on their own websites.

Information collected and stored automatically

By visiting, reading pages, or downloading information from our website, we may gather and store certain information about your visit automatically. Project HOPE UK does not collect individual information about our website visitors or their use of the Project HOPE UK site.

We may collect:

- the Internet domain and IP address from which you access our website
- the type of browser and operating system used to access our site
- the date and time you access our site
- the pages you visit and
- the website address before linking to the Project HOPE UK website.

Project HOPE UK uses this information to help its website be more useful to visitors — to learn about the number of visitors to its site and the types of technology its visitors use.

Exiting Project HOPE UK's website

Once you link to another site, you are subject to the privacy policy of the new site.

Changes to our Privacy Policy

Our Privacy Policy is reviewed regularly to ensure that it reflects how we use your information. Any changes will be notified to you by updating this policy so please check this Policy to see if any changes have been made that are important to you. Where appropriate, changes will be notified to you by email.

This Privacy Policy (version 2.0) was last updated on 31/05/18.