

## PRIVACY

### Your Information, In Our Paws

Cavaliers In Need takes the privacy of its supporters and volunteers seriously. We are committed to protecting each individual's personal information.

This Privacy Policy sets out how and why we will collect and use your personal data and our legal basis for its use. We wish to ensure you remain informed and in control of your information, in line with Data Protection Laws; to support our continued work for the rescue and rehoming of these special dogs.

Please read this policy carefully, to understand how we collect, use and store your personal information.

If you have any questions about how Cavaliers In Need processes your information, please get touch using the details in the Contact Us section below.

### Who We Are

Cavaliers In Need are a small and growing rescue group of Volunteers and Cavalier King Charles Spaniel lovers who came together in 2013. Our members provide foster homes for dogs in need. We fund raise to support this work and the group also meet on a regular basis for a bit of fun for us and the dogs!

By Cavaliers In Need (the Data Controller) we mean:

- The Charity, registered in Northern Ireland known as 'Cavaliers In Need' NIC 102896.
- Registration in this jurisdiction is with The Charity Commission for Northern Ireland.

### Data Protection Officer

The Data Controller is Cavaliers In Need; the Charity Trustee responsible for your Data Protection is **ANTHEA SPROULE**.

The Data Protection Officer can be contacted by email on [cavaliersinneed@gmail.com](mailto:cavaliersinneed@gmail.com)

## Types Of Personal Data We Collect

Depending on your interaction with Cavaliers In Need, we'll collect the following types of information about you:

- Your contact details, such as name, postal address, contact number, Facebook Name and email address;
- Financial information such as recording details of a donation you have given to us by type PayPal, Cash, Cheque;
- Your Gift Aid declaration;
- Your communication preferences;
- Your reasons for contact such as volunteering, home visiting, adoption, request for information on the Charity;
- Information collected as part of our rehoming service, such as details relating to your personal circumstances;
- Information about your dog, such as their behaviour, medical conditions and treatments as part of the surrender / rehoming process;

## Sensitive Information

Under data protection law, certain categories of personal information are recognised as sensitive, including health information, race, religious beliefs.

Cavaliers In Need **do not collect** what is considered Sensitive Information.

## Where Does This Information Come From?

The personal data we process is given to us directly by our supporters, interested adoptive parents and volunteers in the course of their interactions with us.

We do not operate through third party organisations.

## How We Use Your Data

In simple terms, your personal data may be used to help us effectively deliver our charitable services or to help us raise funds for those charitable services.

We have summarised below the different reasons why we do this (these are often referred to as 'purposes'). How we use your data for these purposes will depend on the nature of our relationship with you.

Category	Examples Of Purposes For Which We Collect, Store And Process Your Data
<b>Rehoming Dogs</b>	<ul style="list-style-type: none"><li>▪ If you have registered to rehome a dog from us we will use the information you provide us to help us find you the right dog</li><li>▪ To provide you with aftercare services once you have rehomed</li><li>▪ To communicate with you regarding our wider work and how you might support us in other ways</li></ul>
<b>Taking in Dogs Surrender</b>	<ul style="list-style-type: none"><li>▪ If you have contacted us to surrender your dog for adoption, we will use the information you provide us to establish how we can best look after your dog while it is in our care</li><li>▪ To assess how we might safely and permanently rehome your dog</li><li>▪ To enable us to meet the relevant legal requirements where they apply to dogs brought into our care</li></ul>
<b>Volunteering</b>	<ul style="list-style-type: none"><li>▪ To enable us to recruit volunteers and foster carers</li><li>▪ To support and train volunteers and ensure their safety</li><li>▪ To enable us to communicate with volunteers regarding their volunteering work, the wider work of the Charity and how they might support in other ways</li></ul>
<b>Donations</b>	<ul style="list-style-type: none"><li>▪ To process your donation and send you a thank you letter</li><li>▪ We may also use your personal information for the recovery of Gift Aid where you have completed a Gift Aid declaration</li></ul>
<b>Online purchases</b>	<ul style="list-style-type: none"><li>▪ To fulfil orders for goods and services</li></ul>
<b>Enquiries</b>	<ul style="list-style-type: none"><li>▪ To enable us to record, consider and reply to enquiries</li></ul>

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## Rehoming or Surrender

When you rehome one of our dogs we ask you to provide us with information about your home, personal circumstances, so that we are better able to match you with an animal that is going to best meet its, and you or your family's needs.

We will also ask for certain information about your animal and you (including the reason or circumstances that led to you needing to rehome your pet, and any information about your pet's behaviour towards yourself and others in the household that will help us with their care or onward rehoming) when you give us an animal that you would like to be rehomed.

We also ask for this information so that we can comply with the relevant legal requirements when rehoming an animal such as establishing the legal ownership of animals or updating microchip details.

## Volunteering

Cavaliers In Need prides itself on being an entirely Volunteer led Charity we simply cannot do the work of the Charity without our Volunteer network.

Where you have provided us with your information to Volunteer, we process this in order to recruit Volunteers and Foster Carers (for example, by reviewing volunteering applications), support our Volunteers and communicate with you generally about the work we do to ensure that you are kept well informed about our current work, your own volunteering and how you can get more involved.

## Financial Transactions

If you donate to us, adopt a dog from us, or buy something from us, we'll process your payment by receiving cash, cheque, bank transfer or PayPal. We do not store the details on our website or databases.

If you have kindly added Gift Aid to your donation to we must record the fact that you are a UK taxpayer and we have to maintain a record of the amount of Gift Aid we have claimed.

When you purchase an item from us online, we will collect certain information from you including your name, address, phone number, email address and payment details, so that we can process and send you your item or contact you if we have any queries regarding your purchase.

## How The Law Applies To Use Of Personal Information

We are required under law to make sure that we have a valid ground for processing your data. The law sets out six different grounds for when personal data can be processed (plus additional ones where sensitive data is used). The three legal grounds that are most relevant to our use of your personal information, these are:

- Consent
- Contract
- Legal Obligation

## Overview

Cavaliers In Need will only process your personal information if any of the following apply:

- We have asked you for your express **consent** and have a record of this (for example, you have asked to join our Facebook Group, and you are content to receive our posts);
- We have a **contract** with you which we can only fulfil by using your personal information (for example, you have requested a home visit, are adopting a dog from us or if you purchase something from us;
- We have a **legal obligation** to use or disclose information about you (for example, we are required by law to keep a record of Gift Aid declarations for six years);

## Consent

In some cases we will rely on consent, for example, to engage with you on Facebook, and sharing posts about our important work. In addition, if you register as a Volunteer it can be very helpful if you share information that may affect your ability to perform your voluntary work. You can withdraw consent for these channels and activities by contacting us at any time.

## Contractual Relationships

In some cases, we will be under a contractual obligation to provide you with goods and services, which means that we have to process your data in order to fulfil those obligations. Some examples of this include if you have requested a home visit by us (pre-contract), you are rehoming a dog from us (contract), or purchasing something from us (contract).

## A Legal Obligation

Sometimes we may have a legal obligation to process information about you – for example we are obliged to keep financial records including Gift Aid for six years.

As a responsible Charity we are required to notify the local dog wardens about strays that come into our care, and we are also required to keep a record of your communication preferences, in accordance with the General Data Protection Regulation.

We have considered and balanced the Charity's interests against individuals' privacy rights in these scenarios and we do not believe that any adversely affect our supporters' rights or interests.

If you would like to find out more or ask us to stop processing your data in these ways, you can do this at any time by contacting us.

## Data Retention

Cavaliers In Need retains personal information for different periods of time depending on your relationship with us. For example:

- If you donate to us, we'll keep your financial information for up to seven years after your last interaction with us;
- If you request a home check from us, but do not adopt, we will retain the information gathered at your home visit for a period of six months. This allows sufficient time for you to progress an adoption.
- If you rehome an animal, we'll keep details relating to your rehoming circumstances for ten years.
- If you decide you no longer wish to hear from us, we'll need to keep a note of that on our suppression list indefinitely.

If you'd like more information on our retention policy, please [Contact Us](#).

## Data Storage

Our operations are based in Northern Ireland and we store our data within the European Economic Area (EEA).

Some organisations which provide services to us (such as Facebook) may transfer personal data outside the EEA for processing purposes; Facebook ensure that where data is transferred it is within certain legal requirements. Facebook Inc. is certified under the Privacy Shield Framework.

## Data Sharing

Cavaliers In Need **will not exchange or sell your personal information** to another organisation for marketing purposes.

However, there are some situations where we may have to share your personal information with other organisations. An example could be sharing your details to reunite you with a lost animal via a Local Dog Warden, or to update Microchipping databases. In some cases, we may have to share data about you when requested to do so by statutory agencies, such as the police.

When you request a home check or surrender visit, we will share your data with our closed group of Volunteer Home Checkers, this is to fulfil your request for a potential adoption or animal surrender. This will have been made clear to you at the time of the request. If you wish to object, please contact us, but please understand that this prevents us entering into a potential contract for adoption or surrender.

Strict requirements will be in place to protect your personal information when it is shared in this way.

## Your Data Protection Rights

When Cavaliers In Need use your personal information on the basis of your consent, you have the right to withdraw that consent at any time. You also have the right to ask us to stop using your personal information. Simply contact us and we will amend your contact preferences.

Presuming that these rights are not overridden by our legal obligations, or where our legitimate interests are not overridden by your rights and interests as an individual, you have the following data protection rights:

### *Right to be Informed*

You have the right to be told how your personal information will be used. This policy document, and shorter summary statements used on our communications, are intended to be a clear and transparent description of how your data may be used.

### ***Right of Access***

You can contact us asking what information we hold on you and to request a copy of that information. From May 2018 we will have 30 days to comply once we are satisfied you have rights to see the requested records and we have successfully confirmed your identity.

### ***Right of Erasure***

From May 2018, you have the right to be forgotten (i.e. to have your personally identifiable data deleted). We'll be required to keep an appropriate record (such as a suppression list) so that we can make sure you don't receive future communications. In some instances a legal basis will override the right to erasure. An example of this would be the legal requirement to record financial transactions for six years.

### ***Right of Rectification***

If you believe our records are inaccurate you have the right to ask for those records concerning you to be updated.

### ***Right to Restrict Processing***

In certain situations you have the right to ask for processing of your personal data to be restricted because there is some disagreement about its accuracy or legitimate usage.

### ***Right to Data Portability***

Where we are processing your personal data under your consent the law allows you to request data portability from one service provider to another. This right is largely seen as a way for people to transfer their personal data from one service provider to a competitor.

### ***Right to Object***

You have an absolute right to stop the processing of your personal data for direct marketing purposes.

### ***Right to Object to Automated Decisions***

In a situation where a data controller is using your personal data in a computerised model or algorithm to make decisions that have a legal effect on you, you have the right to object. This right is more applicable to mortgage or finance situations; Battersea does not undertake complex computerised decision-making that produces legal effects.

If you want to exercise any of these rights, please Contact Us.



## Photography At Events

Please note that Cavaliers In Need may film or photograph participants, volunteers and spectators attending or taking part in events and use such footage or photographs.

We do this in order to publicise the event for fundraising purposes including, but not limited to: advertising, publications, marketing material, merchandising, social media and other media that may be made available to the public.

No personal details (including names) of any under 16-year-old participants will be used in any publicity materials without the written consent of their parent or legal guardian, but we may use images where children are incidentally included (for example, images of mass participation).

## Notification Of Changes To This Privacy Policy

This Privacy Policy may change from time to time. For example, we will continue to update it to reflect new legal requirements. Please visit this website or our Facebook page to keep up to date with the changes to our Privacy Policy.

## What To Do If You Are Not Happy

In the first instance, please talk to us directly so we can help resolve any problem or query.

You can contact us on:

**Telephone:** 07917 002134  
**Email:** [cavaliersinneed@gmail.com](mailto:cavaliersinneed@gmail.com)  
**Facebook:** @CavaliersInNeed

You also have the right to contact the Information Commissioners Office (ICO) if you have any concerns about Data Protection using their help line **0303 123 1113** or at [www.ico.org.uk](http://www.ico.org.uk)

## Contact Us

If you have any questions about this Policy, or about how we manage your data, please contact us:

**Telephone:** 07917 002134  
**Email:** [cavaliersinneed@gmail.com](mailto:cavaliersinneed@gmail.com)  
**Facebook:** @CavaliersInNeed