

PRIVACY POLICY

The website www.redress.org is owned and operated by the REDRESS Trust Limited, a registered charity no. 1015787 (in England) and a company limited by guarantee registered in England no. 2774071 whose registered address is at 87 Vauxhall Walk, London SE11 5HJ (“we”, “us” or “REDRESS”).

REDRESS is committed to protecting your privacy and will only use the information that we collect about you lawfully. This policy explains how we collect and use your information.

In carrying out our day-to-day activities we process and store personal information and we adhere to the requirements of the UK Data Protection Act (DPA) 1998 and the General Data Protection Regulations (GDPR) 2018.

How do we collect information about you?

We may collect personal information from you in the following ways:

- our use of cookies (please see the Cookies Policy below);
- you make a donation to us, or respond to our mailings or appeals;
- you volunteer for us or fundraise on our behalf;
- you contribute content for use on our website;
- you subscribe to our list-serves, newsletters, or updates, or request information about REDRESS;
- you contact us with enquiries (including about casework) or other correspondence (including via social media) or become involved with us in another way;
- you visit our website or social media channels (eg Facebook, YouTube, Twitter).

If you interact with us in any of these ways, we may collect and process personal information about you such as:

- your name, address, email address and other contact information (such as details of your social media accounts/profiles);
- information you enter onto our website or provide us in correspondence (which may include sensitive personal data);
- records of your correspondence with us;
- details of your visit to our website, including your IP address.

REDRESS has volunteers who help the charity. If you provide information to our volunteer groups, some or all of that information may be shared with REDRESS.

If in providing us with information for inclusion on our website, you have provided us with information about others (e.g. in a case study or an article), you must ensure that they have agreed to you providing us with this information. We recommend that you keep a copy of their agreement to this, and that you give them a copy of this policy.

If there is a clear reason for doing so, we may collect sensitive personal data from you. Sensitive data includes information about your physical or mental health or condition; sexual life; racial or ethnic origin; political opinions; religious or similar beliefs; trade union membership; the commission or alleged commission by you of any offence, or any ongoing proceedings for any offence. Usually, we will only collect sensitive personal data from you if you are a client (or a prospective client) and you have provided this sensitive personal data to us in order to assist us with the work on your case/prospective case.

Your information may be shared with us by third parties, for example fundraising sites like Virgin Money Giving and Just Giving. They will do so pursuant to their own policies on data protection and privacy. It's a good idea to check their privacy policy when you provide your information to them to fully understand how they will process your data and how they may share it with others.

We may also on occasion obtain information about you (such as your telephone number and email and postal address) from the public domain, either directly or from third parties. We do so in order to keep our records up to date.

Why do you need my details and how do you use them?

We collect information that we need to, or that we believe would be useful to provide our services and to fulfil our mandate. These purposes comprise:

- providing you with the advice, services or information you have asked for;
- administering your donation or supporting your fundraising, including processing Gift Aid;
- complying with applicable laws and regulations, and requests from statutory agencies;
- bringing and defending legal claims;
- for our own internal administrative purposes and to keep a record of your relationship with us;
- providing you with information about us, our fundraising campaigns, our services, and any other information, products or services that we provide or providing access to (and managing your communication preferences in this regard and more generally);
- ensuring that content from our website is presented in the most effective manner for you and for your computer/mobile device; or
- improving our service by contacting you for feedback.

We do not need your consent to process your data for legal purposes or for many administrative purposes, but in some cases we do need your consent to use your data for data processing, including direct-marketing purposes or newsletter circulation lists. If you have asked us not to use your information for such purposes we will retain your name, home address and email address on a suppression list to ensure we do not continue to contact you.

Will you pass my information onto other organisations or individuals?

We will not sell your personal information, and we will not pass your personal information to any third parties except in the circumstances set out in this policy.

We may allow our staff, volunteers, consultants, or other providers acting on our behalf (for example, our website hosts) to access and use your personal information for the purposes for which you have

provided it to us. If we do this, we will not give those individuals/organisations any rights to use your personal information (or to contact you) except in accordance with our instructions and this policy.

The only times we will pass your details to anyone else would be:

- to enable payment providers to complete transactions;
- to organisations within the payment card industry in order to prevent online fraud;
- where we are required to do so by any law or court order;
- if you are a client, and the details are provided to others who are assisting us with your case;
- you have given us consent to do so; or
- where REDRESS or substantially all of its assets are acquired by a third party, in which case personal data held by us will be one of the transferred assets

Storing your information

For financial and technical reasons we may, on occasion, need to use the services of a supplier outside the European Economic Area (EEA). If this were to occur we would ensure that your information is held in compliance with the Data Protection Act and the General Data Protection Regulations. By submitting your personal information you agree to this transfer, storing or processing at a location outside the EEA. We will take all reasonable steps to ensure that your data is kept secure and in accordance with this privacy policy.

We will keep your information for as long as we need to, in order to deliver our services. We will take into consideration our legal obligations and tax and accounting rules when determining how long we should retain your information.

Our website and social media

By using our website, social media pages or providing your information you consent to our collection and use of the information you provide in the ways set out in this policy. If you do not agree to this policy please do not use our website, social media pages or services.

Our websites use cookies to help them work well and to track information about how people are using them. More information on cookies can be found in the Cookies Policy below.

For all areas of our website which collect personal information, we use a secure server. Although we cannot 100% guarantee the security of any information you transmit to us, we enforce strict procedures and security features to protect your information and prevent unauthorised access.

We use Fat Beehive to help us with our web design, and Aquilatec to help us manage our IT systems.

Our website contains links to other websites belonging to third parties and we sometimes choose to participate in social networking sites including, but not limited to, Twitter, YouTube and Facebook. We may also include content from sites such as these on our website. However, we do not control the privacy practices of these other sites. You should make sure when you leave our site that you have read and understood that site's privacy policy in addition to our own.

Your rights and how to contact us

You have the right to:

- Request a copy of the information we hold about you
- Update or amend the information we hold about you if it is wrong
- Change your communication preferences at any time
- Ask us to remove your personal information from our records: in these circumstances we would retain your name, home address (where we have it) and email address on a 'suppression list' of individuals with whom we will not make any future contact
- Object to the processing of your information for marketing purposes, or
- Raise a concern or complaint about the way in which your information is being used.

You can contact us by:

- sending an email to info@redress.org ;
- writing to REDRESS, Unit G01, 65 Glasshill Street, SE1 0QR, London, UK; or
- calling +44 (0)20 7793 1777.

Our aim is for all information that we hold about you to be accurate and, where necessary, kept up-to-date. If any of the information we hold about you is inaccurate and either you advise us of this or we become aware in another way of its inaccuracy, we will ensure it is updated as soon as possible.

Instructions for unsubscribing from emails will also be included in each email communication we send.

If you are unhappy with the way in which your personal data has been handled you are entitled to make a complaint to the Information Commissioner's Office.

Changes to this policy

We may update the terms of this policy at any time, so please do check it from time to time. We will notify you about significant changes in the way we treat personal information by sending a notice to the primary email address you have provided to us, or by placing a prominent notice on our website. By continuing to use our website you will be deemed to have accepted such changes.