

# The East African Missionary Society’s (TEAMS) Privacy Policy

## Introduction

TEAMS promises to take great care with your personal data, and we commit to protecting any personal information we obtain about you.

This Privacy Policy sets out how and why we obtain, use and protect personal information and contains the following sections:

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## Who we are

TEAMS is a registered charity in England and Wales (No. 1096919).

This Privacy Policy applies to all the above entities.

TEAMS' registered address is TEAMS, The Refinery, 13 Radnor Walk, London, SW3 4BP.

This Privacy Policy relates to information which is obtained by TEAMS and for which TEAMS is the Data Controller.

## TEAMS' Purpose

TEAMS' aims to help locals help themselves through education and enterprise in Northern Uganda.

Our supporters help us to achieve this in a variety of ways, primarily by:

- i. Fundraising, donating money, and donating
- ii. Volunteering

We take active steps to make sure that our supporters are aware of the ways in which they can help us achieve our overall purpose.

## Why we hold and process supporters' personal data?

We hold and process supporters' personal data for a number of reasons:

- To keep a record of donations made and actions taken by our supporters and our communications with them
- To claim gift aid on donations
- To send our supporters information about our projects, fundraising activities and appeals where we have their consent or are otherwise allowed to
- To support volunteers
- To ensure we do not send unwanted information to supporters or members of the public who have informed us they do not wish to be contacted

## When and why we will send you personalised communications?

TEAMS will only contact you to update you on TEAMS news and updates - for example keep you up to date on our work, or let you know of ways in which you can support that work - where we have your consent or we are otherwise allowed to do so.

## How and when we collect information about you?

TEAMS may collect your personal data when you give us your personal data directly when you complete a TEAMS form online or send it in by post, make a donation, or when you communicate with us.

## What information might TEAMS collect about you?

We only collect personal data relevant to the type of interaction you have with TEAMS.

For example, when you contact with TEAMS to make a donation, complete a gift aid form, sign up to volunteer or online content, such as newsletters, or you telephone, email, write to or text TEAMS, or engage with TEAMS via social media channels, we may receive and retain personal information about you.

The information we collect is relevant to the type of interaction you are entering into with details such as your name, email address, postal address, telephone or mobile number, bank account details to process donations and whether or not you are a tax payer so that we can claim Gift Aid.

All sensitive personal data is stored on a secure database. It is deleted when no longer relevant, is never shared with third parties, and is available to you at any point should you wish to see it.

### How will TEAMS use your personal data?

TEAMS will use your personal information for the following purposes:

- TEAMS may contact you for reasons related to administering any donations you have made, your tax status with regard to Gift Aid if claimed, other transactions you have entered into with TEAMS or the activity or online content you have signed up for;
- to organise volunteers' events or support in the UK or overseas
- to send you general updates about TEAMS or a specific to an area you have requested to hear about
- to confirm receipt of donations (unless you have asked us not to do this), and to say thank you and provide details of how your donation might be used
- in relation to correspondence you have entered into with us whether by letter, email, text, social media, or any other means, and to contact you about any content you provide;
- to keep your data up to date
- to implement any instructions you give us to with regard to withdrawing consent to send you update information

### Will TEAMS share your personal information with anyone else?

We will only use your information within TEAMS for the purposes for which it was obtained. TEAMS will not, under any circumstances, share or sell your personal data with any third party for their own marketing purposes, and you will not receive marketing from any other companies, charities or other organisations as a result of giving your details to us.

### How long will TEAMS keep your personal information?

We will hold your personal information on our systems for as long as is necessary for the relevant activity, for example we will keep a record of donations subject to gift aid for at least seven years to comply with HMRC rules.

If you request that we stop sending you updates we will keep a record of your contact details and appropriate information to enable us to comply with your request not to be contacted by us.

### How to control what we send you or request we update your personal information?

The accuracy of your information is really important to us. We want to ensure that we are able to communicate with you in ways that you are happy with, and to provide you with information that is of interest.

If you wish to change how we communicate with you, or update the information we hold, then please contact us:

- email us at [admin@teamsonline.org](mailto:admin@teamsonline.org)
- write to us at: TEAMS, The Refinery, 13 Radnor Walk, London, SW3 4BP
- Email - You can opt out of marketing emails at any time by clicking the unsubscribe link in any marketing email from TEAMS.

Under the Data Protection Act you have the right to request a copy of the personal information we hold about you and to have any inaccuracies corrected.

Please address requests and questions about this [admin@teamsonline.org](mailto:admin@teamsonline.org)

### How TEAMS keeps your personal data safe?

We ensure that data is kept safe online using the relevant technical controls and any hard copies of personal data will be kept in a secure location only accessible by staff who need access to them.

### How to make complaints about this policy or raise privacy concerns?

If you would like more information, or have any questions about this policy, please contact our supporter relations team by email at [admin@teamsonline.org](mailto:admin@teamsonline.org)