



## **Amigos Worldwide Privacy and Data Protection Policy**

Amigos respects the privacy of all supporters and realises how important it is that their personal information remains secure.

This policy aims to explain how we collect, manage and protect supporters' details.

Personal data is protected by UK legislation, specifically the Data Protection Act 1998, and the Privacy and Electronic Communications (EC Directive) 2003.

### **Consent**

Supporters are at the heart of everything we do. At Amigos we love to keep our supporters updated on our exciting work and the ways in which they can help, including campaigns and events they might be interested in. We promise never to sell or swap supporters' details and supporters can change their preferences at any time. To do so, simply call 01271 377664 or email [info@amigos.org.uk](mailto:info@amigos.org.uk)

### **Information collected**

Personal information is collected directly from supporters when they interact with Amigos, for example by signing up for e-news or by making a donation by SMS, online or over the phone.

The information collected will typically include a supporter's name, postal and email addresses, phone number and bank details if they are supporting us financially.

### **How the information is used**

Information is collected to process supporters' requests and to keep supporters in touch with Amigos' work. For example:

- to provide supporters with news updates and information they have requested
- to process donations or other payments and verify financial transactions
- to process orders (such as Christmas cards), deliver products and communicate with you about orders

### **Third party organisations**

Amigos will not sell personal information to third party organisations, and will not share personal information with third parties for their benefit. We may use other companies to provide services on our behalf, including delivering postal mail, sending emails, analysing data and processing credit card payments. We will only provide those companies with the information they need to deliver the service and we ensure that personal data is treated with the same level of care as if we were handling it directly. We may disclose personal information if required to do so by law.

## **Security of information**

Amigos takes the care of supporters' data seriously and undertakes to protect personal information in a range of ways including secure servers and firewalls. All payment card industry (PCI) security compliance guidelines are followed when processing credit card payments.

## **Longevity**

Amigos will retain supporters' information for as long as they have an active relationship with the charity. If supporters cease to have an active relationship or request to receive no further contact, we may retain some basic information in order to avoid sending out unwanted materials in the future, and to ensure that we don't accidentally duplicate information.

## **Information outside of the UK**

In certain circumstances specific personal data may be shared with Amigos members in Uganda to enable the operation of the Child Sponsorship programme. This information does not include financial details and is only ever shared in this way for defined purposes.

Amigos is aware that countries outside the European Union have differing approaches to data privacy laws, and that enforcement may not be as robust as it is within the European Union. We therefore take particular care if your data goes outside this area.

**Revised September 2016**