

Privacy Statement

Just Springers Rescue is committed to protecting your privacy when you use our on-line, telephone or other services ("Services"). In this policy we explain how and why we collect your information, what we do with it and what controls you have over our use of it.

From time to time, we add or change functions, features or products to our Web Sites or add or change Services. This, and our commitment to protecting the privacy of your personal information, may result in periodic changes to this Privacy Policy. As a result, please remember to refer back to this Privacy Policy regularly to review any amendments.

We will not sell your data to any third parties.

What data to we collect and how do we use it?

Just Springers Rescue collects information from the public in several different ways. For example, we ask for contact and other information when members of the public rehome or take on via transfer of ownership of a dog. This may include information such as your name, address and contact information. There is other information that we take, please view the current forms on the website as this may change from time to time. We use this information to help us provide and improve our services as a charity and to keep a record of our communications with you.

If you are a financial supporter of Just Springers Rescue donating to us we will ask for information that enables us to administer your donation. This will normally include information such as your name, contact details such as address, email or telephone number and your payment details and Gift Aid status.

If you have given us your consent, we will contact you with information and updates on our work, products and how you can support us, (such as fundraising). This may be by post, email or telephone, depending on your preferences.

What the law says about protection of personal information

The Law on Data Protection is derived from various pieces of legislation (can be found in a number of places). These include the Data Protection Act and the incoming General Data Protection Regulation (the 'GDPR') which will become enforceable in May 2018. The GDPR states that personal data (information relating to a person that can be individually identified) can only be processed if there is a legal ground to do so. Activities like collecting, storing and using personal information would fall into the GDPR's definition of processing. The GDPR provides six legal grounds (reasons) under which personal information can be processed (used) in a way that is lawful. For the processing to be permitted by law (lawful), at least one of the legal grounds must apply.

The four legal grounds that are most relevant to Just Springers Rescue's use of your personal information are:

- Consent
- Legitimate Interest
- Contract
- Legal Obligation

How the law applies to Just Springers Rescue's use of personal information

Just Springers Rescue will only process (use) your personal information if we have:

- asked you and have a record of your express and recent consent for us to do so;
- a 'Legitimate Interest' to do so in order to support our charitable purposes. Our use will be fair and balanced and never unduly have an impact on your rights.;
- a contract with you that we can only fulfil by using your personal information, e.g. to send you an item that you have requested;

- a legal obligation to use or disclose information about you, e.g. we are required by law to keep records of gifts that are given to us with Gift Aid for 7 years; and we are compelled to disclose information relating to incidents involving dangerous dogs for insurance purposes under the Dangerous Dogs Act.

In extreme situations, such as an accident or medical emergency, we may share your personal details with the emergency services if it is essential for the preservation of life (yours or another persons') for us to do so. This is the 'vital interest' ground for using your personal information. After the emergency, we will always try to inform you about how we had to use your information in that extreme situation.

We will not unduly prioritise our interests as a charity over your interests as an individual. We will always balance our interests with your rights. We will only use personal information in a way and for a purpose that you would reasonably expect in accordance with this Policy.

Just Springers Rescue will not rent, swap or sell your personal information to other organisations for them to use in their own marketing activities.

Consent

Just Springers Rescue will always ask for your consent before we communicate with you for certain purposes. For example, we will only email or phone you about our fundraising activities if we have an accurate record of your recent and freely given consent to do so.

You can withdraw your consent at any time by emailing westerlands1@btinternet.com

There are times when it is not practical to obtain and record consent. At those times, we will only process personal information if that processing would meet another legal ground e.g. Legitimate Interests, in which case we would only process in accordance with the law's strict rules on legitimate interest processing.

What is legitimate Interest

This legal ground for processing means that organisations can process your personal information if they 1. have a genuine and legitimate reason for doing so and 2. That use does not harm any of your rights and interests as an individual.

Just Springers Rescues' Legitimate Interest

We do not unduly prioritise our legitimate business interests as a charity over your interests as an individual. We always respect your rights. Which is why we carry out a balancing exercise of the rights of the charity with the rights of our supporters.

We believe that the best way to look after the interests of our supporters is to consider their unique interests and expectations. As a result, we have established the following categories of Just Springers Rescue supporter. This provides us with an additional method for assessing that we use your personal information in a way that matches your relationship with us; your interests; and your expectations about your rights.

The five groups for our data protection supporter needs assessments are, supporters that have:

- A member of Just Springers Rescue
- You are a supporter and volunteer for Just Springer Rescue
- rehomed a dog from us or signed a dog over to Just Springers Rescue
- provided financial donations

- demonstrated an interest in our cause by contacting us for more information, e.g. to find out more about one of our products or services.

What we have a legitimate interest to do

We believe that Just Springers Rescue supporters are connected to our mission and want to know how they can continue to help us to achieve our charitable aims.

Unless you tell us not to, we think you are content for us to process (keep and use) your personal information for the following lengths of time. As of May 2018, we promise not to keep your personal information for longer than we specify below. This is not the length of time that we will continue to contact you – this could be a shorter period of time (see below for an explanation on our personalised approach to communications).

Member of Just Springers Rescue

For supporters who have indicated an interest in becoming a member of Just Springers Rescue or having pledged to leave us a gift in your will – we need to keep your information to ensure that your wishes are fulfilled.

Just Springers Rescue rescue/rehomed dog via a transfer of ownership or signed a dog over to Just Springers Rescue

These are supporters that take on a rescue/rehomed dog via a transfer of ownership of a dog from Just Springers Rescue and on average a springer lives to the age of 14 years old. We think that you and the dog you take on from us would like to remain in contact with us throughout their lifetime and we will therefore keep your personal information to allow for this. What we do ask is that you let us know when the dog is no longer alive, so we can ensure all the data is updated.

Financial Supporters of Just Springers Rescue

These are supporters that help or have helped us with financial gifts. A supporter's pattern of giving can often change over time. That means the supporter may, for this period of time, stop providing financial support. This can be for a wide number of reasons, including because they choose to support us in a different way. Irrespective of their financial circumstances, these supporters still hold the same principles and values; and continue to be connected to Just Springers Rescue.

Demonstrated an interest in Just Springers Rescue via an enquiry

These are supporters of our Charity, who have demonstrated an interest in our cause by contacting us for more information either by email or the website, e.g. to find out more about one of our products or services in fulfilling their initial query or request. To support this, we keep your personal information for a period of up to 2 years.

Supporters demonstrate their support in a number of ways and so could be in more than one, or even all, of the above categories. We will review and refresh these categories and the timescales on a rolling basis to ensure that as times and needs change we continue to do the very best by our supporters.

It is always your choice. If you don't think this is quite right for you, you can tell us to change your communication preferences and our use of your information. You can do this at any time by emailing westerlands1@btinternet.com

Legitimate interest to send you direct mail

We will not send you direct mail unless you have consented to receive the newsletter. This will be sent out twice a year however if you do not want to receive

this and to ensure that we do not send this type of communication anymore You can do this at any time by emailing westerlands1@btinternet.com

Legitimate interest to process your information

We aim to be clear about what information we collect, to enable you to make meaningful choices about how it is used.

When it is necessary we will contact you for administrative purposes, e.g. to contact you regarding a payment. We will also hold the minimum personal information required to support our ability to respect your preferences for communication with us. To help you to understand when and why Just Springers Rescue would use Legitimate Interest to process your personal information we provide the following examples:

- To send postal communications (as explained above)
- To enhance, modify, personalise and improve our services and communications for the benefit of our supporters.
- To improve security of our websites and systems.
- To prevent fraud when transacting on our website.
- To process your donations.
- To analyse your personal information to ensure that our communications are relevant to you.

The above list of examples are on the basis that the processing will not be done if it harms your rights and interests as an individual, or if you tell us that you'd like us to stop. You can do this at any time by emailing westerlands1@btinternet.com

Data sharing

Just Springers Rescue do not share, sell or swap your information with other organisations.

In some circumstances it is necessary for Just Springers Rescue to give relevant Committee or Trustees of the charity access to your personal information. This access is only granted to the extent necessary for the relevant task, for example your address to be able to undertake a home check and they will at all times comply with strict rules to protect the information you have given us.

Changes to your Data

From time to time we may contact you to ensure that the information you have provided us with remains accurate and up to date.

Should you wish to change your preferences you can do this by writing to us at Just Springers Rescue, 9 Three Arches Park, Three Arches Road Redhill, Surrey RH1 5AD Tel: 01737 767844 Email: westerlands1@btinternet.com Like all organisations, we comply with requests for the disclosure of personal information where this is required or permitted by law. This could include requests from law enforcement or tax agencies. In these circumstances, the request must be submitted in writing and in accordance with the relevant legal requirements.

If you believe your privacy rights have been violated, you may file a complaint with us or with the Information Commissioners office <https://ico.org.uk/>

Website

Our Website does use Cookies (Cookie Names: ASP.NET_SessionId, JSESSIONID) as standard and as such are created by the website host. They also use a company called New Relic to help track any potential server errors that may occur. The New Relic JSESSIONID cookie is used to store a session identifier so that New Relic can monitor session counts for our applications. The cookie value is generated by Jetty These cookies expire at the end of the session when you leave the website or close

your browser. Because they do not remain on your computer it has no way of tracking your website usage or retaining any of your data post expiry. This means consent is not required.

Comments

Please e-mail any questions, concerns or comments you have about our Privacy Policy to:

westerlands1@btinternet.com