

Bowel Cancer Guernsey

General Privacy Notice (including data processing in relation to our friends)

The basis on which we process personal data/information

This is Bowel Cancer Guernsey's general privacy notice, issued in accordance with the requirements of the Data Protection (Bailiwick of Guernsey) Law, 2017, as may be amended from time to time, and such regulations or other legal requirements to which we may be subject in relation to data protection (the "Law").

This privacy notice sets out the data processing practices carried out by us through telephone, post, direct marketing, in person, the use of the Internet, email and any other electronic communications networks, in respect of personal data (personal information) we may generally collect and hold on individuals, including in relation to our services and activities, and our friends.

We use your personal data/information for a number of reasons, including:

- For our legitimate interests, as a charity, in running and promoting Bowel Cancer Guernsey;
- To comply with legal and regulatory obligations;
- Because you have given your consent (if we expressly ask for consent to process your personal data/information for a specific purpose);
- To prevent and detect crime or for reasons of substantial public interest and for establishment, exercise or defence of legal claims or proceedings.

The provision by you of your personal data to us under this privacy notice is not a statutory or contractual requirement, other than where you are making a donation to us: that is a statutory requirement as we have a legal obligation to identify from whom we receive funds and to maintain accounting records and we process personal data on that basis in relation to any donation; otherwise you are providing your personal data to enable us to provide you with information in relation to our services and activities as explained in this privacy notice.

Bowel Cancer Guernsey is committed to the fair and transparent processing of personal data.

Personal data/information collected

We collect personal data/information in the following ways:

- From visitors of our website www.bowelcancerguernsey.org. Bowel Cancer Guernsey will obtain personal data from you when, for example, you complete any online forms, receive fundraising information, enquire about our activities, make a donation, apply to become a volunteer, or register with us for any other purpose.
- From third party websites (for example fundraising sites such as Giving.gg).

- Via post, email, telephone, or in person (for example if you make an enquiry concerning our activities, make a donation, apply to become a volunteer, or contact us for any other purpose).
- In the future this may include public registers that may be set up in Guernsey as a consequence of developments under the Law, such as databases containing information of individuals who have registered their wish not to receive direct marketing, possibly stating the specific means of communication they do not wish to receive, such as post, or email, or unsolicited marketing calls. Note: Bowel Cancer Guernsey does not make unsolicited marketing calls.

When you interact with us, the data we collect is likely to vary depending on the reason for the interaction, but we may collect:

- your names;
- your contact details: addresses, email addresses, telephone numbers;

Where it is appropriate we may also ask for:

Use of personal data/information

We process personal data/information collected for the purposes of:

- fundraising;
- campaigning;
- providing you with information about us including our newsletter and details of fundraising events, products or services that you have requested from us or that we feel may be of interest to you;
- providing you with information about our work or our activities;
- providing you with information concerning fundraising activities that are being organised by other organisations that share our objectives or support us (for example MUG);
- inviting you to participate in some initiative in supporting those with bowel cancer or bowel surgery on our website;
- administering donations we may receive from you, including obtaining Guernsey tax relief;
- record keeping relating to any donations, feedback, requests or complaints;
- administering our records (for example, we may contact you with a query regarding a donation you may have made to us);
- providing donors' names for in memoriam announcements/publication (where the donation is not made on an anonymous basis or you have not requested that your name should not be disclosed);
- inviting you to participate in voluntary surveys / petitions or research;
- where it is required or authorised by law.

Where it is proposed that we should keep you regularly updated with our news and fundraising activities by email, if you are not already on our mailing list at 1 May 2019 we will ask you to sign up via our website to regularly receive our newsletter and other general mailings about our fundraising events and work, and that sign up will be on the basis of consent.

You can unsubscribe to email mailings at any time by clicking on the ‘unsubscribe’ option when you receive an email from us, or you can ask us not to send you our newsletter and other general mailings by email or by post, by contacting admin@bowelcancerguernsey.org or in writing to Bowel Cancer Guernsey, Le Pignon, Longcamps, St Sampson, Guernsey GY2 4UQ

We hold data/information in both paper form and electronic form.

Please note that we do not take decisions based on automated processing of personal data.

Marketing

As explained above your data may be used to send you our newsletter, details of fundraising events, and details of those products or services that we offer that we have identified as likely to be of interest to you.

We may contact you via email, post, telephone or text message. Where you have provided us with an email address or a physical address then we would normally contact you via email or post.

Where you have provided us with telephone details, we may contact you by telephone or text message but we would generally only do so where you have specifically asked to be contacted by telephone, for example if you do not have email, or where we need to speak with you concerning a specific matter, for example with a query concerning a donation or in relation to your participation in a lottery or similar promotion.

If you are volunteering for us or organising a fundraising event for us then we will contact you by the most appropriate means.

Bowel Cancer Guernsey does not make unsolicited marketing calls/send texts. We may use your personal data for direct marketing for the purposes of our legitimate interests as explained in this privacy notice. You have the right to request us not to use your personal data for direct marketing purposes – please see the ‘*Your rights*’ section below.

Bowel Cancer Guernsey may pass your information to any third party as may be necessary to process your donation for example, when you are donating via our website and you are directed to that third party’s website to make a donation, such as Giving.gg.

Security of personal data/information

We take our duty to protect personal data/information and confidentiality seriously. We are committed to taking all reasonable measures to ensure the confidentiality and security of

personal data for which we are responsible, whether that is held electronically or in paper form.

Sharing/disclosing your personal data

Bowel Cancer Guernsey does not sell on or rent lists and will not share your personal data with any other organisations for marketing purposes or similar activities. The circumstances in which we may share your personal data are set out below.

We will disclose your personal data to third parties that we engage to process data on our behalf, for example, where we are collecting data via an online form on our website or for the purpose of general email mailings such as our newsletter and fundraising information, as that data will be held in secure data centres maintained by those third parties.

Those third parties will be authorised to process your personal data only in accordance with our instructions and for the purpose specified by us; they will be subject to similar obligations to safeguard your personal data and to ensure that it is not used for unauthorised or unlawful processing. Those third parties may be in a jurisdiction that is outside the European Economic Area. If we transfer your personal data/information outside of Guernsey we will implement appropriate measures to ensure your personal data/information remains protected and secure when it is transferred in accordance with the Law.

We may disclose your personal data:

- To an accountant/auditor, for example in respect of donations recorded in our accounting records;
- Where it is necessary to comply with applicable laws and regulations (this may include our obligations as a registered charity/non-profit organisation in Guernsey, or any other laws that apply to us);
- Where you have given your consent for the purpose for which the personal data is to be processed.

Our website may contain links to other websites that are outside our control and are not covered by this privacy notice, unless they are maintained directly by Bowel Cancer Guernsey. If you access other sites using the links provided, the operators of these sites may collect information from you that will be used by them in accordance with their privacy policy, which may differ from ours.

Your rights

The Law provides individuals with a number of rights. In the context of the personal data processed under this privacy notice, these include the right to:

- Request us to provide you with a copy of the personal data we hold about you and to ask us to correct (rectify) it if it is inaccurate or incomplete;

- Request us to not use your personal data for direct marketing purposes;
- Request us to not use your personal data where our basis for doing so is for the purposes of our legitimate interests (as explained in the first section “*The basis on which we process personal data/ information*”);
- Request us to erase your personal data if:
 - You believe that it is no longer necessary for the purpose for which we collected or processed it;
 - Our ability to process your personal data is based solely on your consent and you have withdrawn that consent;
 - You object to our processing the data if you have asked us not to use that for direct marketing purposes, or where we are only processing that for the purposes of our legitimate interests;
 - You believe that your personal data has been unlawfully processed;
 - Your personal data is required to be erased in order for us to perform or comply with any duty imposed on us by law.
- Request us to restrict (suspend) processing of your personal data, for example if you want us to establish its accuracy or completeness or the reason for processing it;
- Be notified of rectification, erasure and restrictions;
- File a complaint with the Data Protection Authority in Guernsey (the “Authority”) if you believe that we have not properly complied with our data protection obligations. You also have the right to appeal (i) against any failure of the Authority to provide written notice to you that the complaint is, or is not, being investigated, and its progress where it is being investigated; or (ii) where the Authority decides not to investigate the complaint, or determines that we did not fail to comply with our obligations.

Please note that where we receive a request as described above, we may need to ask you for additional information to confirm your identity. The Law also provides that we may refuse to give the information or take the action requested where any part of a request is manifestly unfounded or frivolous, vexatious, unnecessarily repetitive or otherwise excessive.

Retaining information

We do not retain information for longer than is necessary. Where we obtain personal data to comply with legal requirements (for example our statutory obligation to maintain records relating to donations), we will retain that personal data for the minimum period of time required by law.

The Internet and our website

Data you pass to us will not be passed to third parties.

How To Contact Us

If at any time you have any requests concerning your personal data, or you would like to stop receiving communications from us, or would like to change how we contact you (such as email or post), or update the details that we use to contact you, please contact the Home Administrator by email at admin@bowelcancerguernsey.org or in writing to Bowel Cancer Guernsey, Le Pignon, Longcamps, St Sampsons, Guernsey, GY2 4UQ.

You can unsubscribe to email mailings at any time by clicking on the 'unsubscribe' option when you receive an email from us.

Data Protection Officer

We have designated a Data Protection Officer who you can contact for enquiries and complaints via the address provided in this document or through our email address.

Changes to this privacy notice

Please note that this privacy notice is subject to regular review and we may change it from time to time. The updated privacy policy will appear on our website and you should check it when you visit our website. It will also be available in hard copy form and we will provide a copy on request. Where we are communicating with you only by post (ie not by email), we will provide you with an updated version where there is any change to how we are using your data.

This privacy notice was last updated on 1 May 2019

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