



## HOPE International Development Agency UK

### Privacy Policy

Adopted May 2018; Last reviewed Nov 2023; Review: every 3 years

At HOPE International Development Agency UK, we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may share it with others and how we keep it secure.

We review this Policy every three years or at any time when prompted to by new information or advice. [for website: We will post any revision with an updated date at the bottom of this page.]

#### **What information do we collect?**

We obtain information about you such as your name, address and email address and amount donated, where applicable, when you contact us to sign up for our newsletter, make a donation, volunteer or attend an event to benefit HOPE's work.

Our website also collects data about your computer browser when you access our site, including the computer's IP address, browser type, operating system and information regarding what pages are accessed and when. If you access our website from a mobile device, we may collect a unique device identifier contained in that device. This information allows us to display or format relevant content for that device.

#### **How is your information used?**

We may use your information to:

- process a donation that you have made
- send you confirmation of receipt of donation with our thanks
- send you communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals, other fundraising activities.
- seek your views or comments on the services we provide
- provide you with updates on the projects you have supported

#### **Who has access to your information?**

We do not sell or rent your information to third parties and we do not share your information with third parties for marketing purposes.

We may share your information with our service providers and other third parties, such as banks, for the purposes of completing tasks and providing services to you on our behalf (for example to process donations and send you mailings). These third parties are required to use appropriate measures to protect such information in accordance with this Privacy Policy.

If you make a donation online via our website, your card information is not held by us, it is collected by our third-party payment processors, give.net, who specialise in the secure online capture and processing of credit/debit card transactions for charities.

We may also disclose information if we are required to do so by law or legal process, for example, by a court order or for the purposes of prevention of fraud or other crime.

### **Your choices**

You have a choice about whether or not you wish to receive information from us. We may offer you the opportunity to receive communications about our life-changing work with communities to bring access to clean water. If you do not wish to receive such information, you can use the opt-out mechanisms included in our communications or let us know using the Contact Details below.

### **How to access and update your information**

We want to ensure that any personal information you provide us remains accurate. If you would like to access, update, amend or delete information we hold about you, please let us know using the Contact Details below.

### **Security**

When you give us personal information, we take specific and appropriate steps to ensure that it's treated securely, for example through encryption or password protection.

### **Links to other websites**

Our website may contain links to other websites run by other organisations we are partnering with to promote HOPE's work (e.g. GlobalGiving) for your convenience and information. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. Please be aware we cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

### **Children's Privacy**

We are concerned to protect the privacy of children under the age of 18. If you are aged 17 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

### **Transferring your information**

Your personal information may be transferred to, accessed from and stored in servers and facilities located outside the country where you live as may be necessary for the

purposes described in this Privacy Policy. As an example, we use a US-based company, Mail Chimp, to send our e-newsletters and need to upload your contact details onto their secure system to provide this service. However, in all circumstances if we transfer your personal information internationally we will take steps, including carefully reviewing our partners' privacy and security policies, to ensure that appropriate measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

### **Contact Details**

If you have any questions regarding this Policy and our privacy practices please contact us at:

125 West Hill Road, Wandsworth, London SW18 5HN

[admin@hope-international.org.uk](mailto:admin@hope-international.org.uk)

07962 669 245