

Privacy Notice – Barnardo's The Charity

December 2021

This Privacy Notice was last updated on 9th December 2021.

Barnardo's respects your privacy and is committed to protecting your personal data and being transparent about how we collect and use your data. We will comply with any data protection legislation currently in force. This Privacy Notice, together with our Terms of Use, explains how we use any personal information that you provide or which is provided to us by third parties. Please see our Cookie Notice for more information on how we use cookies, and our Website Privacy Notice for information regarding how we process your personal data outside of the retail context.

- 1 Important Information about who we are
- 2 The personal data we collect from you, how we collect and how we use it
- 3 Working with Third Parties
- 4 How we keep your data safe
- 5 Where we store and process your information
- 6 Your legal rights (including your right to request a copy of your data)

1 Important Information about who we are

This website is owned and operated by Barnardo's (The Charity), who is also the Data Controller.

Barnardo's is a registered charity (registered in England No. 216250. Registered in Scotland No. SC037605) and a company limited by guarantee (61625 England).

The registered office is:

Barnardo's
Tanners Lane
Barkingside
Ilford
Essex
IG6 1QG

Barnardo's **Data Protection Officer (DPO)**, Martine King, is responsible for answering any questions you have about this Privacy Notice. Martine may be contacted at the above address, by email: dpo@barnardos.org.uk

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK's supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with any concerns you may have before you approach the ICO, so please feel free to contact us first.

We may update this Privacy Notice from time to time. If we make significant changes we will post a notice on our website.

2 The personal data we collect from you, how we collect it and how we use it

Below we explain what information Barnardo's collects, keeps and stores about you when you visit our retail website or online stores, including the Barnardo's eBay shop. We use cookies on our shopping site. Please see our Cookie Notice for more information on how we use cookies.

What personal data do we collect?

The personal data we collect may include name, address, email address, telephone numbers, location, contact preferences, payment/financial details, gift aid status and purchase history.

We also gather general information about the use of our websites such as pages visited and areas that are of most interest to users. We use this information to improve our website and make it a better experience for everyone.

Why do we collect your personal data?

We collect your data in order to receive and fulfil customer orders, and to administer, personalise and enhance the websites and services. We will also use your data to provide you with an order confirmation and invoice of sale, and to deal with your enquiries, requests and complaints, as well as to conduct market research. We conduct this processing in accordance with our contractual obligations to provide goods and services to you, and in accordance with our legitimate interests in efficiently running and improving our websites. We also conduct processing to comply with our legal obligations (e.g. claiming Gift Aid).

If you use your credit or debit card to buy something, we will ensure this is done securely. We do not store your credit or debit card details following the completion of your transaction. All card details are securely destroyed once the payment or donation has been processed. Only authorised staff trained to process payments can see your card details.

We may use your contact details to send you marketing where we have your consent, or are otherwise permitted to do so by applicable law. You can indicate your marketing preferences when you make a purchase. If you no longer wish to receive marketing communications, it's quick and easy to let us know at the Supporter Relations Team on 0800 008 7005 at supporterrelations@barnardos.org.uk. You may opt-out also of our marketing communications at any time by clicking the 'unsubscribe' link at the end of our marketing emails or sending us an "opt-out" text message following the instructions we provide you in our initial text. We will never pass your personal data on to other organisations for them to use for their own marketing purposes.

Who do we share your personal information with?

In some instances when you purchase goods from Barnardo's online retail store or eBay shop, the fulfilment of your order may be undertaken by a third party. In these instances, we will provide them with the details of the goods ordered and your name and address for dispatch purposes. We also share your contact details with our suppliers, warehouse and logistics providers to complete your order.

Your financial and/or personal data may be passed to third-party organisations in order to process your transactions with Barnardo's, such as credit card companies, banks and the companies that handle shipping on our behalf. We will also share your data with HMRC if you give us permission to claim Gift Aid on donations you make.

In addition, we may share your personal data:

- With members of our group, which means the registered charity, its holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006;
- With business partners, suppliers and sub-contractors, including:
 - Providers of our online shops and fundraising pages, advocacy, email marketing, and events;
 - Our Customer Relationship Management systems;
 - Archive and storage systems;
 - Commissioners, printers, fulfilment houses, photographers, videographers, creative designers, creative agencies, and online survey providers; and
 - Analytics and search engine providers that assist us in the improvement and optimisation of our site;
- Where we are under a duty to disclose or share your personal information in order to comply with any legal obligations, or in order to enforce or apply our Terms of Use and other agreements, or to protect the rights, property, or safety of Barnardo's, our donors, beneficiaries or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction;

- With a prospective seller or buyer of our business or assets in the event we sell or buy any such business or assets, including where Barnardo's or substantially all of its assets are acquired by a third party, in which case personal data will be one of the transferred assets;
- Where required to do so by law, or where the disclosure is 'necessary' for purposes of national security, taxation and criminal investigation; and
- Where we have your written consent.

How long do we keep your personal data?

We keep your personal data for up to six years, except financial data which we are required to retain for seven years. Where your information is no longer required, we will ensure it is destroyed in a secure manner.

3 Transfers to Other Countries

The data that we collect from you may be transferred to, and stored in, a location outside of the United Kingdom (UK). Some of our partners run their operations outside of the UK and these countries may not provide the same standard of data protection as the UK. Your data may also be processed by staff operating in these locations who work for us or for our service providers. This includes staff engaged in, among other things, the hosting of the site and the provision of support services. In these instances, we will take the necessary steps to make sure appropriate protections are in place (in accordance with UK Data Protection Law) and that information is safeguarded. These safeguards include ensuring the Barnardo's and the relevant recipient enter into Standard Contractual Clauses. If you would like to receive a copy of these safeguards, please contact us as indicated below (see Section 5).

Third Party Websites

Our website may contain links to third party websites. This policy only applies to this site so if you follow a link to a third party site, please make sure you read the privacy policy on that site. We do not accept any responsibility for third party sites.

4 How do we keep your data safe?

We take the security of your personal data very seriously. We have internal policies, controls and security measures in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties.

We work hard to make sure that our security procedures do the job they are designed to do and any communications between you and our websites are protected by encryption (this means that communications are turned into codes that only Barnardo's websites can understand, which stops unauthorised people seeing them). We work closely with industry leading technical partners to make sure that all your personal information, including payment data, is safe and secure.

Please be aware that any personal information you choose to post on the public areas of our websites can be read, collected, or used by other users and could be used to send you unsolicited messages. We are not responsible for the personal information you choose to make public. In addition, we are not responsible for the content you publicly post on the site that can be found via web-based search engines.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of the site, you are responsible for keeping this password confidential. We ask you not to share that password with anyone.

5 Your legal rights

You have the following rights in relation to your personal data:

- The right to be informed about the data we hold and share about you. This is described to you through this Privacy Notice.
- The right to access your personal data. By making a subject access request you can find out what personal data we hold about you, why we hold it and who we disclose it to. You can make a subject access request in writing, via email or by calling supporter relations and include proof of your identity – you can download a standard form from this website to help make the process quicker and easier.
- The right to edit and update your personal data. Please keep us informed if your personal data changes during the duration of your relationship with us.
- In certain cases, the right to request to have your personal data deleted.
- In certain cases, the right to restrict processing of your personal data.
- The right to data portability, i.e. to receive a copy of the personal data you have provided to us in a way that is accessible and machine-readable, for example as a csv file, and to request the transfer of this data to another organisation where technically feasible.
- The right to object to our processing, including automated decision-making and profiling.

If you wish to exercise your rights, please contact our DPO at the contact details provided above, providing as much information as possible about the nature of your contact with us to help us locate your records. Any changes you have requested may take 30 days before they take effect. Once we have received your request, and verified your identity, we will respond within one month, unless a longer period is permitted by applicable law, such as where the request in question is complex.

You can object to our use of your personal data for marketing at any time by contacting the Supporter Relations Team. Please address requests to:

Supporter Relations Team

Telephone: 0800 008 7005

Email: supporterrelations@barnardos.org.uk.