

Merton Mencap

Privacy Notice for Supporters

Last reviewed
March 2023

Next review
March 2026

**This Privacy Notice has been adopted by Merton Mencap
through its Executive Committee which remains responsible for its review**

Privacy Notice for Supporters

Introduction

This notice explains how Merton Mencap collects and uses information about the people who support our charity, eg members, people who fundraise. This Privacy Notice does not cover service users or our staff (see the relevant Privacy Notice for them at mertonmencap.org.uk)

Merton Mencap understands information about our supporters is very important and we recognise our duty to keep it safe.

We are committed to providing high quality services and a key aspect of this is making sure we manage accurate, up-to-date information about our supporters. We also contact supporters to tell them about what we're doing and to see whether they would like to support our charity.

This notice explains

- the personal data we collect
- why we collect it
- the legal basis for collecting it
- what we do with it
- when and why we may share it with others
- how the information we collect can be accessed and updated.

Information about supporters

We collect personal data that may be used to identify our supporters such as their name, telephone number, postal and email address. We retain information about the ways in which support is provided, for example via gift aid records.

We may ask our supporters to provide what is sometimes called sensitive or special categories of personal data, for example about their ethnicity and disability.

We may also ask to use photographs of supporters in our publicity materials.

Why we collect and use information

We collect and use information about supporters so that we can

- process donations
- monitor how well we are involving people across our local community
- carry out what our supporters want us to do (for example, we record if a person has bought a raffle ticket so we can enter them into our draw)
- keep them informed about our work and develop a relationship for any support they may wish to provide in future

- promote our charity
- thank them.

In relation to our members, we have a duty under our governing document to inform them of things like arrangements for our Annual General Meeting.

Legal basis

The principal legal basis we use for managing supporters' information is consent.

We ask supporters to complete our consent form which permits us to keeping their details on our database and to our contacting them. If the person's level of need makes it difficult for them to give consent, we may seek consent from their parent or carer. If the person is aged under 16, we will always seek the consent of a parent or carer.

Supporters may alter their consent at any time by contacting us.

Other uses of supporter information are covered by a legal requirement. This includes maintaining and using a register of voting members. It also covers some financial records, such as gift aid certificates.

Sharing information with other organisations

Other than where there is a legal requirement to do so, we will not pass on information about supporters to other people or organisations, other than published photographs or images that are used with the supporter's consent.

Some information that we have about supporters is stored on online databases. We only use database providers who confirm to us that they are compliant with the General Data Protection Regulation.

Rights

Supporters have legal rights in relation to the information we hold. At any time, they can

- request to see the information we hold about them. This is called a Data Subject Access request. The Information Commissioners Office has produced guidance about making a request: <https://ico.org.uk/for-the-public/personal-information/>.
- request that our information is changed if it is inaccurate or out of date
- request that we delete information that we hold about them. Some information we hold is necessary for us to deliver support and therefore we may not be able to continue to provide services if we delete it. We will advise supporters where this is the case.
- request that we stop using the information we hold about them, or limit the ways in which we use that information. Again, we will inform supporters if this has a material impact
- change the consent supporters have given us about our making contact, or taking and using photographs or videos.

Changes to this privacy notice

As an organisation that collects and uses personal information we are called a Data Controller. For any enquiries about our role as a Data Controller, contact the Chief Executive.

Merton Mencap reserves the right to update this privacy notice at any time, and we will make any revisions available to our supporters. From time to time, we may also notify supporters of other ways about our processing of their personal information.

Closure

In the event that Merton Mencap closed for any reason, we shall seek legal advice from the Information Commissioner's Office in relation to storing records.
