



WATSAN Uganda: UK Support

Data Privacy Notice

Introduction

At WATSAN we take your privacy very seriously and are committed to protecting your personal information. This privacy policy explains how we, WATSAN Uganda, UK Support may store and use the information you give us.

If you have any questions regarding our Data Privacy Notice, please write to:

Graham Piper, Chair of Trustees, WATSAN Uganda, UK Support

Email: hello@watsanuganda.org.

This policy includes:

- How we receive information
- Where we are given information from
- What personal information we keep
- How we will use your personal information
- Children's data
- Our use of cookies
- How we keep your data safe and who has access to it
- How we keep your information up to date
- Your right to your information
- Changes to this policy

How we receive information

We may receive information about you whenever you interact with us, for example when you:

- Enquire about our activities, visit our website or donate to us
- Sign up to receive updates on a campaign or our activities
- Create or update a profile
- Post content to our website/social media sites
- Volunteer for us
- Attend a meeting with us and provide us with information about yourself
- Take part in one of our events or fundraise on our behalf
- Contact us through the following channels: online, email, phone, SMS, social media or post.

We may also receive information about you from third parties – for example Stewardship, Tearfund, or your local church – but only if you've given them permission to share your information.

Where we are given information from

WATSAN may be given information in the following ways:

- **When you give us information directly:** You may provide your details to us when you request specific information, make a donation, campaign for us or participate in one of our events.
- **When you give us information indirectly:** Your information may be shared with us when you use other fundraising sites, and provide your consent to be contacted by WATSAN. For example, if you are fundraising for or giving to us via Stewardship's online fundraising platform. These organisations will have their own privacy policy and/or privacy statements, so please do ensure you understand this when providing your data.
- **When you have given other organisations permission to share it:** You may have provided your details to another organisation that works with WATSAN. For example, we have worked with Tearfund and Compassion International to help host supporter tours in the field. The information we get from these partners depends on your settings or the response choices you give them, so you should regularly check what you have agreed to with third-party organisations.
- **When you interact with us on social media:** Depending on your settings or the privacy policies for social media and messaging services like Facebook, you might give us permission to access information from those accounts or services.
- **When we collect information when you are using our website:** Upon visiting our website, information about your visit is recorded and stored. See the section below on the use of cookies for more details.

Note that WATSAN does not engage in profiling, cold calling, the purchase of datalists, or outsourcing of our fundraising to third parties.

What categories of personal information we keep

The type and quantity of information we keep and how we use it depends on why you are providing it.

If you support us, for example by making a donation, volunteering, registering to fundraise, signing up for an event or campaigning for us, we may keep where relevant:

- Your name
- Your contact details (full address, email address and phone number)
- Your date of birth
- Where it is appropriate, we may ask for your reason for giving and your specific interests relating to WATSAN's work.

How we will use your personal information

We will use your personal information in a number of ways, including for the following purposes:

- To administer your donation, including Gift Aid processing
- To maintain our organisational records and ensure we have your most up-to-date information and preferences
- To provide you with the information you have requested or can expect as a regular supporter
- To update you about any changes to our activity
- To display your profile or content on our website (if you have agreed to do so)
- To analyse and improve the operation of our website
- To contact you where you have been identified as a contact person for an organisation, such as a school (if we obtain your contact details in this way, we will only use them to contact you in the ways in which you have agreed to be contacted).

If you would like to contact us about your marketing preferences or to opt out of our communications, please write to WATSAN at hello@watsanuganda.org.

Children's data

While we do not actively keep information from children (under 18s), we appreciate that our supporters are of all ages. Where appropriate, we will always ask for consent from a parent or guardian to hold information about children. All WATSAN events will have clear rules on whether or not children can take part, and the holding of data will be managed in accordance with each individual event, with appropriate safeguards in place.

Our use of cookies

'Cookies' are small pieces of information sent by a web server to a web browser, which enable the server to collect information from the browser. Essentially, a cookie takes the form of a small text file deposited on your computer's hard drive. WATSAN's website is administered by Wordpress.com and uses cookies in accordance with the Wordpress cookie policy, which can be found at <https://en.support.wordpress.com/cookies>.

How we keep your data safe and who has access to it

We place great importance on the security of your personal information and will always try to take appropriate precautions to protect it.

We ensure that there are appropriate technical controls in place to protect your personal details. In order to benefit from better and fully GDPR-compliant data security, we now store our supporter database within the Sync platform, and are committed to removing or destroying copies of your data held in spreadsheets or hard copy when it is no longer needed. The content of the files that we store on the Sync service is encrypted and only WATSAN users can decrypt it.

We also use email automation tool Mailchimp, which is a GDPR-compliant tool for holding data. Mailchimp's policies and controls regarding data protection are outlined here: <https://blog.mailchimp.com/gdpr-tools-from-mailchimp>. Note that MailChimp stores data in the United States, and has certified to the EU-U.S. Privacy Shield Framework and Swiss-U.S. Privacy Shield Framework.

Donors who give online are using a service supplied by Stewardship, registered charity number 234714, and you will be given a Stewardship account as part of this transaction. Any payment card details (such as credit or debit cards) entered through Stewardship's website are passed securely to their payment processing providers. Stewardship's Privacy Policy can be found here: <https://secure.stewardship.org.uk/ancillary/Privacy.aspx>.

We ensure only authorised personnel (for example WATSAN volunteers, staff or contractors) have access to your information, and that they are appropriately trained to manage your data.

Despite all of our precautions, no data transmission over the internet can be guaranteed to be 100% secure. So, while we strive to protect your personal information, we cannot guarantee the security of any information you disclose to us online, and you must understand that you do so at your own risk.

Who we share your personal data with

Financial or technical considerations may occasionally lead us to use the services of a supplier based outside the European Economic Area (EEA), which in turn might lead to your personal information being transferred, processed and stored outside the EEA.

We may legally be required to disclose your details if required to by the police or for regulatory reasons. We will only ever share your data in other circumstances if we have your consent to do so.

How we keep your information up to date

Where possible, we try to keep your records up to date. However, we really appreciate it if you let us know if your contact details change.

How long we keep your information for

We will hold your personal information on our systems for as long as is necessary for the relevant activity. We do not retain records of our donors' bank details after they have been processed, or any credit or bank card details.

If you ask us to stop sending you marketing materials, we will keep a record of your contact details and appropriate information to enable us to comply with your request not to be contacted by us.

Legacy income is vital to sustaining WATSAN's work. We may keep data you provide to us indefinitely, both to administer legacy gifts and to communicate effectively with the families of people leaving us legacies. This also enables us to identify and analyse the source of legacy income we receive.

Where you contribute material to us, for example through donor profiles or news stories on our website, or in response to a particular campaign, we will generally only keep your content for as long as is reasonably required for the purpose(s) for which it was submitted, unless otherwise stated at the point of generation.

Our legal basis for processing your information

Although in many cases we will seek consent to process your personal data, in some instances we may process your information without consent when we are legally allowed to do so. This will only be where it is in our legitimate interests to do so and where we are confident that such processing is not likely to prejudice your legitimate interests or rights and freedoms.

Where we are processing your personal data on the basis of consent that you have given us, you are entitled to withdraw that consent at any time such that we can no longer rely on it as a basis for continuing to process your personal information.

Your rights

You retain control of how we use your data and you have the right to ask us to stop processing your personal information, which we will do. In some circumstances, we may legally be required to retain your personal information for audit purposes. However, this will be discussed with you depending on your requirements. Please contact hello@watsanuganda.org if you have any concerns.

You also have the right to request a copy of the information we hold about you. If you want to access your information, please contact us by email at hello@watsanuganda.org. We reserve the right to request identification documentation to ensure you are who you say you are.

Under the General Data Protection Regulation you are also granted a number of additional rights. These include:

- The right to rectification
- The right to erasure
- The right to data portability
- The right to object
- Rights in relation to automated decision-making and profiling.

For more information on these rights please read the relevant guidance issued by the ICO at <https://ico.org.uk/for-organisations/data-protection-reform/overview-of-the-gdpr/individuals-rights/>

If you would like to make a complaint about how we process your personal data, please contact us at hello@watsanuganda.org.

If you are not happy with how your complaint is dealt with, you should contact the [Information Commissioner's Office](#). Alternatively, you are entitled to make a complaint to the Information Commissioner's Office without first referring your complaint to us.

For [further information please see the Information Commissioner's guidance](#).

Changes to this privacy policy

This policy may change from time to time. If we make any significant changes to this policy, we will publicise these changes clearly on our website or contact you directly with more information.

Please do revisit this policy each time you consider giving your personal information to WATSAN.