



OUR PRIVACY POLICY

The Gurkha Welfare Trust (We) promises to respect any personal data you share with us, or that we get from other organisations and keep it safe. We aim to be clear when we collect your data and not do anything you wouldn't reasonably expect. Developing a better understanding of our supporters through their personal data allows us to make better decisions, fundraise more efficiently and, ultimately, helps us to ensure Gurkha veterans and their widows live their lives with dignity.

In line with GDPR regulations, we comply with an 'opt in' consent for phone and email and a 'legitimate interest' consent for postal communications. We take every effort to comply with the latest guidelines on data protection, we are partners with the Fundraising Regulator, the Fundraising Preference Service and follow the guidelines issued by the Information Commissioner's Office (ICO).

WHERE WE COLLECT INFORMATION ABOUT YOU

WE COLLECT INFORMATION IN THE FOLLOWING WAYS:

When you give it to us directly

You may give us your information in order to sign up for one of our events, make a donation, or communicate with us.

When you give it to us indirectly

Your information may be shared with us by independent event organisers, for example, the London Marathon or fundraising sites like Just Giving or Virgin Money Giving.

These independent third parties will only do so when you have indicated that you wish to support The Gurkha Welfare Trust and with your consent. You should check their Privacy Policy when you provide your information to understand fully how they will process your data.

When you give permission to other organisations to share or it is available publicly

We may combine information you provide to us with information available from external sources in order to gain a better understanding of our supporters to improve our fundraising methods, products and services.

The information we get from other organisations may depend on your privacy settings or the responses you give, so you should regularly check them.

THIS INFORMATION COMES FROM THE FOLLOWING SOURCES:

Third party organisations

You may have provided permission for a company or other organisation to share your data with third parties, including charities. This could be when you buy a product or service, register for an online competition or sign up with a comparison site.

Social media

Depending on your settings or the privacy policies for social media and messaging services like Facebook, WhatsApp or Twitter, you might give us permission to access information from those accounts or services.

Information available publicly

This may include information found in places such as Companies House and information that has been published in articles/ newspapers.

When we collect it as you use our website: Like most websites, we use “cookies” to help us make our site – and the way you use it – better. Cookies mean that a website will remember you. They’re small text files that sites transfer to your computer (or phone or tablet). They make interacting with a website faster and easier – for example by automatically filling your name and address in text fields.

WHAT PERSONAL DATA WE COLLECT AND HOW WE USE IT

Building profiles of supporters and targeting communications

We use profiling and screening techniques to ensure communications are relevant and timely and to provide an improved experience for our supporters. Profiling also allows us to target our resources effectively. We do this because it allows us to understand the background of the people who support us and helps us to make appropriate requests to supporters who may be able and willing to give more than they already do. Importantly, it enables us to raise more funds, sooner, and more cost-effectively, than we otherwise would.

When building a profile we may analyse geographic, demographic and other information relating to you in order to better understand your interests and preferences in order to contact you with the most relevant communications. In doing this, we may use additional information from third party sources when it is available. Such information is compiled using publicly available data about you.

Direct marketing

If you make a donation to our work we will contact you again to let you know about the progress we are making and to ask for donations or other support. We make it easy for you to tell us how you want us to communicate, in a way that suits you. We provide clear information on how to opt out when we send you marketing and fundraising communications. If you don’t want to hear from us, that’s fine.

Just let us know when you provide your data or contact us on 01722 323955 or email info@gwt.org.uk.

We do not sell or share personal details with third parties for the purposes of marketing.

MORE INFORMATION

How we keep your data safe and who has access

We ensure that there are appropriate technical controls in place to protect your personal details. For example our network is protected and routinely monitored.

We undertake regular reviews of who has access to information that we hold to ensure that your information is only accessible by appropriately trained staff, volunteers and contractors.

We use external companies to process personal data on our behalf. We do comprehensive checks on these companies before we work with them and ensure they comply with data protection law.

We will only ever share your data in other circumstances if we have your explicit and informed consent.

Keeping your information up to date

Where possible we use publicly available sources to keep your records up to date; for example, the Post Office's National Change of Address database and information provided to us by other organisations as described above.

We really appreciate it if you let us know if your contact details change.

Your right to know what we know about you, ask to make changes, or ask us to stop using your data.

You have a right to ask us to stop processing your personal data at any time. Contact us on 01722 323955 or info@gwt.org.uk if you have any concerns.

You have a right to ask for a copy of the information we hold about you, although we may charge £10 to cover the costs involved. If there are any discrepancies in the information we provide, please let us know and we will correct them.

If you want to access your information, send a description of the information you want to see and proof of your identity by post to The Gurkha Welfare Trust, Supporter Services, 2nd Floor, Cross Keys House, Salisbury, Wiltshire, SP1 1EY. We do not accept these requests by email so we can ensure that we only provide personal data to the right person.

If you have any questions please send these to info@gwt.org.uk and for further information see the Information Commissioner's guidance [here](#).

Changes to this policy

We may change this Privacy Policy from time to time. If you have any questions, comments or suggestions, please let us know by contacting us at any time on 01722 323 955 or info@gwt.org.uk.