



Style Acre website privacy notice

This privacy notice explains how we collect personal data and use it, whether online, via phone, mobile, e-mail or letter. It also explains who we share data with and how we keep it secure.

Our contact details

Address: Evenlode House, Howbery Park, WALLINGFORD, Unknown, OX10 8BA.

Tel: 01491 838760 **e-mail:** info@styleacre.org.uk

What information we collect, use, and why

Personal information we collect can include:

- Names and contact details
- Addresses
- Payment details (including card or bank information for transfers and direct debits)
- Account information
- Website user information (including user journeys and cookie tracking)
- Information relating to compliments or complaints
- Information relating to sponsorship
- Marketing Preferences
- Records of consent, where appropriate
- Financial transaction information
- Whether you are a UK tax payer so we can claim Gift Aid.

We may gather information about you when you contact us, make a donation, register for an event, sign up for communications, purchase from us or make an enquiry.

We will process data in accordance with GDPR rules and regulations and will only process them if there is a legitimate interest, consent has been given, legal obligation and contract.

How we collect your personal data

We collect information from you:



Directly or from information shared by independent third parties working on our behalf i.e. Fundraising sites like Just Giving, by funeral directors collecting money in memory. Please check their privacy policy to understand how they use your data.

We also collect information as you use our website. Please visit our Cookies policy for more information.

How we will use your information:

We may use your information to:

- Process donations
- Claim Gift Aid
- Process orders
- To send information relating to an enquiry
- Improve your browsing experience on our website
- To send service updates
- To send newsletters, appeals, fundraising activities and event information if consent has been given

How long we keep information: User data will be stored until the purpose the data was collected for has been achieved.

Who we share information with: We will not share your information without your consent to third parties. Only appropriately trained staff and volunteers will have access.

We may have to share your information if required to the police, regulatory bodies or legal advisors.

When you give us personal information, we will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

Your data protection rights: Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal data.

Your right to rectification - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.



Your right to erasure - You have the right to ask us to erase your personal data in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent.

If you make a request, we have one calendar month to respond to you. To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline number: 0303 123 1113 **Website:** www.ico.org.uk/make-a-complaint

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