

**LIA International CIO
Charity No: 1177632**

PRIVACY POLICY

We take privacy seriously at LIA International and are committed to protecting your privacy and the confidentiality of any personal information that you give to us (i.e. information which identifies you or another person) in accordance with the General Data Protection Regulation 2016 and the Data Protection Act 2018.

Personal information will only be used for the purpose for which it was collected and to keep you notified of our news and events.

We are committed to ensuring that your personal information is secure. In order to prevent unauthorised access or disclosure, we have put in place physical, electronic and managerial procedures to safeguard and secure the information we keep.

We will never part with your personal information, except to carefully selected service companies in the course of providing the services we are offering.

1. The information that we hold

We hold information you have given us, for example as a user of our services, participant or potential participant in our projects, supporter, donor, participant or potential participant in one of our events, or because you have requested information or materials or engaged with our social media, or are a volunteer, member of our advisory council or trustee.

We will keep this information to the minimum and linked to the purpose for which we need it.

2, The reason for holding this information

We only hold and process personal information we need, for reasons that include:

- to carry out what you have asked us to do, and provide information and materials you have requested
- to administer and keep a record of our programmes, activities and events, and of our communications with participants or potential participants in our programmes, our supporters and all with whom we deal
- to administer donations made and manage our communications with donors
- to claim Gift Aid on donations
- to set up standing orders and card payments
- to fulfil contractual obligations
- to comply with legal obligations

3. The legal basis we rely on

Data protection legislation sets out a number of different reasons why an organisation may collect and process your personal information. We rely on the following legal bases:

Consent

Wherever possible we will ask for your consent to hold and process your personal information.

Legitimate interest

In certain circumstances, where we have not received your consent, we may process your information in legitimate ways that might reasonably be expected, without impacting your rights or interests, such as keeping correspondence you have entered into with us by any medium and contacting you in connection with it.

Legal compliance

If the law requires us, we may need to collect and retain your information, for example in relation to the Gift Aid scheme or for accounting purposes.

4. The length of time we keep your personal information

We will hold your personal information on our systems for as long as is necessary for us to fulfil the purposes for which you provided your personal information to us. We take account of legal obligations and accounting and regulatory considerations. For example, we will keep a record of donations subject to Gift Aid for at least seven years to comply with HMRC rules.

5. How to control what we send you or request we update your personal information

The accuracy of your information is important to us. We want to ensure that we are able to communicate with you in ways that you are happy with and to provide you with information that is of interest.

Please contact us to change how we communicate with you, or update the information we hold, or opt out of receiving certain types of communications.

6. How we keep your personal information safe

We ensure that there are appropriate controls in place to protect your personal details and prevent them being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

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 and volunteers.

Please note that your personal information may be transferred to and processed and stored at locations within and outside the European Economic Area. This may include the processing of payment details and the provision of support services.

We will only share your personal information where we are required by law or, where necessary, with carefully selected, contracted service providers who provide services to enable us to fulfil our charitable objects. We will never pass on your details to another charity or organisation who could contact you or add you to their mailing list.

7. Your rights over your personal information

You have a variety of rights in respect of your personal information. You can withdraw the consent you have given at any time. You have the right to have access to the personal information we hold about you, to correct your personal information when incorrect, out of date or incomplete, to restrict how we use your personal information, and to delete your personal information from our systems (this is known as the ‘Right to be Forgotten’).

In connection with the ‘Right to be Forgotten’, please bear in mind that upon request we will delete your personal details from our systems, but this can only be to the extent that we are permitted to do so by law or regulatory guidelines. For example, we are required to retain financial data for seven years.

8. Changes to this Privacy Policy

We will review this Privacy Policy regularly and may update it at any time. Please do check this Policy from time to time. If there are significant changes in the way we process your personal information, we will ensure it is prominently displayed on our website and/or send you a notification.

9. How to find out more, raise concerns about data privacy or make a complaint

If you would like more information, or to have access to the personal information we have about you, to update it or if you have any questions or concerns about this policy, please contact Jonathan Lamb, Director|LIA-UK at the address given below.

To make a formal complaint about any aspect of LIA International’s approach to data protection, please contact the Chairman of LIA International at the address below.

If you feel that your data has not been handled correctly, or you are unhappy about the response to any request you have made to us regarding your personal information, you have the right to lodge a complaint with the Information Commissioner’s Office (telephone: 0303 123 1113 or www.ico.org.uk).

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