



Family Counselling Trust Privacy Notice Donors and Fundraisers

Background

Family Counselling Trust is committed to ensuring your personal information is protected. This privacy notice describes how Family Counselling Trust, the data controller, collects, uses and protects your information.

How we collect your information

The information we hold about you comes from the way you engage with us, such as if you donate money, or become involved in fundraising for our organisation. We may collect information about you online through our website, donation forms, email, post, over the phone or from discussions with you.

The type of information we hold

The information we hold may include name, address, contact telephone numbers, email addresses, bank details and donation history.

How we use your information

We use your information in the following ways:

- The legitimate charitable business interest to provide you with the information you requested and information on our activities.
- To process your donations.
- We are legally required to hold some personal information to fulfil our statutory obligations, for example the collection of Gift Aid or certain financial transactions.

Who we will share your information with

We will not sell or swap your information with any agency or other charity. We may however share your information with our professional advisers and with HMRC for Gift Aid purposes.

Storing your information

Your personal information will be stored on FCT's accounting systems and/or on personal systems owned by our Family Liaison Officer and limited members of the FCT.

Retention

We will retain your personal information in accordance with legal and regulatory requirements. We will only retain your information while we are actively engaged with you. Where we have had no interaction with you for a period of 6 years we will delete your data.

How you can access your information

You have the right to request access to the information we hold about you. To make a request for your personal information, please write to us using the contact details below.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress;
- have inaccurate personal data rectified;
- request your information to be deleted or destroyed and if we can we will but sometimes we must maintain some records for legal reasons.

Your Rights

If you are not happy how we are using your information or how we have responded to your request, you have the right to complain to the Information Commissioner's Office at www.ico.org.co.uk.

How will we tell you about future changes to this privacy notice

Any changes we make to our privacy notice will be put on our website. Please check for updates from time to time so you are always fully aware of what information is collected and how it is used.

How to contact us

If you have any questions or concerns about our use of your personal information please write to us at FCT, Nethergrove House, Portesham Dorset DT3 4ES or email us at familycounsellingtrust@gmail.com.