

**PRIVACY POLICY**

We will look after any personal information that you share with us. This is central to our values as an organisation. We want everyone who supports us, or who comes to us for support, to feel confident about how any personal information they share will be looked after or used. You can be confident that:

* We only use personal information in the ways we need to and that is expected of us.
* We will keep you up to date with our work including any relevant services, raising awareness, promoting understanding as well as our fundraising activities but, we only use your personal information to do this if you have previously given your consent to do this.
* We will make it easy for you to tell us how you want us to communicate with you, including how to opt out from future communications – and we promise your request will respected straight away.
* We will never release your information to organisations outside The League of Remembrance unless it is for the purpose of managing Remembrance Worker volunteer placements or grants-in-aid; or in connection with fundraising events where we are required to provide guest lists for seating plans or security purposes.
* We will be especially careful and sensitive when engaging with vulnerable people or those we have reason to believe might be vulnerable
* We take all reasonable care to safeguard your personal information through security policies and secure business processes.
* We will provide easy ways for you to contact us and respond to the majority of queries within 10 working days.

**How we collect personal information about you**

We may collect personal information from you when you interact with The League of Remembrance. These interactions include (but are not limited to) and may occur by postal correspondence, electronic correspondence, phone call or through the contact form on our website.

* Enquiries seeking information on joining as a Remembrance Worker.
* Formal applications to join the League as a Remembrance Worker.
* Enquiries about our activities.
* Direct donations (donations through our website are managed independently through a third-party and the only personal information passed to us is that for which you provide consent when you make the donation).
* Requests to attend fundraising events and other activities.

**What information do we collect from you?**

**Personal Information** such as: name, postal address, telephone number, email address, or bank details, etc. This is taken from the information you voluntarily submit via registration forms, correspondence, phone calls, donations, Just Giving, Gift Aid declarations, etc.

**How we use your personal information**

We may use your personal information to:

* Provide you with the important advice and support you’ve asked us for.
* Provide or administer activities relating to all our services.
* Help us identify you when you contact us, and help us to properly maintain our records.
* Improve your experience with us.
* Fulfil your donations and gift aid declarations/
* Improve our information and communications
* Provide you with information about our plans.

**How long we hold your information for**

We only keep it as long as is reasonable and necessary for the relevant activity, which may be to administer volunteer placements as a Remembrance Worker or to fulfil statutory or funding obligations (for example, the collection of Gift Aid or reporting on project outcomes).

**Control of your data**

You are in control of the data we hold about you and at any time you can request to:

* Have any inaccuracies in your personal data corrected
* Restrict the data held about you
* Have a copy of the personal data held about you
* Have your data deleted

You can make a request for any of the above by writing to The Secretary, The League of Remembrance, 142 Buckingham Palace Road, LONDON, SW1W 9TR or by email to: [info@leagueofremembrance.com](mailto:info@leagueofremembrance.com).

Whilst we will endeavour to adhere to your wishes we may not be able to delete your data if there is a legal obligation to retain it, this includes where financial data must be retained for seven years or where data must be retained to enable us to defend our legal rights. We will inform you of the basis of any such decision not to delete your data as appropriate.

If you are unhappy about how your personal data is managed you can raise a concern or complaint with the Information Commissioner: Telephone: **0303 123 1113** or Website: [www.ico.org.uk](http://www.ico.org.uk/)

We may request proof of identity to be able to fulfil your request.

**Storage of Data**

We make every effort to securely store any data. All League of Remembrance data, both electronic or paper, is kept within the UK, and is only accessible by authorised personnel.

**Online Security**

No transmission via the internet is wholly secure, so we urge you to safeguard your data by protecting your computer with anti-virus software and ensuring your data is being transmitted securely. Any information you choose to send to us is carried out at your own risk.

**Links to other websites**

Our website may contain information linked to or provided by other organisations. They are outside of our control and not covered by this Privacy Policy. Please be aware that, should you access other sites using the links provided, the operators of these sites may have a privacy notice which differs from our own.

We do not accept any responsibility or liability for such privacy policies. Please check the relevant policies before you submit any personal data to these websites.

**Changes to this policy**

The League of Remembrance reserves the right to modify its website and/or this Privacy and Security Policy at any time. It was last updated May 2018.