

Privacy Policy

This privacy policy sets out how The Friends of Seva Mandir processes and protects personal information to keep our supporters informed about the work of Seva Mandir. The Friends of Seva Mandir are committed to protecting your privacy in accordance with our obligations under data protection legislations. The current law is found in the Data Protection Act 1998 but as of 25 May 2018, the main data protection law will be the General Data Protection Regulations.

1. Who are The Friends of Seva Mandir?

The Friends of Seva Mandir support the work of Seva Mandir, an NGO in India, to make a long term, sustainable improvement in the lives of the men, women and children of Southern Rajasthan.

The Friends of Seva Mandir is a registered charity (no. 328428). The charity has a registered office of The Blue Leanie, Walton Street, Aylesbury HP21 7QW.

2. What data do The Friends of Seva Mandir collect?

This policy covers information about or linked to a natural person (personal information). It includes data we obtain from you such as:

- Names
- Email address.
- Phone number.
- IP address.
- Mobile device's unique identifier
- Financial information.

We may also obtain indirect data about you from other sources including public source data.

Public source data includes publicly available information (e.g., public social media postings, data maintained by government agencies made available to the public or commercial entities for post forwarding). We sometimes review such publicly available information to ensure our fundraising is appropriate.

3. What do The Friends of Seva Mandir use your personal information for?

We aim to communicate information about Seva Mandir to our supporters by post, email and telephone. Our communications may include news about our progress and ways our supporters can help us accomplish our aims.

When you provide us with your personal information, we will use this for the following reasons:

- Process donations and pledges
- Register and welcome participants of events
- Maintain supporter records
- Send personalised fundraising and promotional messages to prospective and current supporters
- Prevent or detect fraud or abuses; protect our property and vital interests of other persons
- Enable third parties to perform contracted services and business functions on our behalf
- Various purposes described at the time we collect/collected personal information

4. How do The Friends of Seva Mandir collect personal information?

We may collect personal information during your interaction with our website, our social media pages, and when you correspond with us by telephone, e-mail or post.

Personal information may be provided by individuals in various ways and at different times. For example when they:

- Make pledges and donations to support The Friends of Seva Mandir (by phone, post, in person and online)
- Register for The Friends of Seva Mandir events
- Sign up to email newsletters
- Submit employment applications and CVs
- Make contact through an of our Patrons or Officers

In addition to personal information we obtain directly from you, we may obtain indirect data about you from publically available sources.

When you attend an event, we may ask for your consent to take photographs or video. If you consent to having your photo taken we may use this for marketing or public relations purposes. You may object to our use of your image at any time.

5. What is The Friends of Seva Mandir's legal basis for processing your data?

- **Legitimate interest to Send You Fundraising Communications** - We believe that our supporters have an interest in the work of Seva Mandir in India. We also believe that our supporters expect us to tell them about new opportunities to contribute to the work of Seva Mandir. We believe that this type of communication is a legitimate interest of ours that also respects our supporters' rights and freedoms (see 'Right to Object to Direct Marketing').
- **Performance of a contract** - Sometimes, we will need to process your data as it is part of a contract which you have entered into. For instance, if you have booked an event then we will need to contact you and take payment to enable us to provide the relevant services under the agreement with you.
- **Consent** - We may also rely on your consent when using your personal data.
- **Legal obligation** – we may retain or provide to third parties your personal information where we are required to do so by law or regulation.

6. Do The Friends of Seva Mandir share personal information with others?

We will not sell, distribute, or lease your personal information to third parties unless we are legally permitted, or required by law to do so.

7. What are your personal information rights?

- **Access:** You have the right to request us to provide you details of the personal information we hold about you.
- **Correction:** You have the right to ask us to correct our records if you believe they contain incorrect or incomplete information about you.
- **Erasure:** You have the right to erasure (deletion), without undue delay, of your personal information for which you later withdraw your consent to processing, or when it is no longer needed for purpose it was originally collected.
- **Processing Restrictions:** You have the right to temporarily restrict our processing of your personal information if: you contest the accuracy of your personal information; you prefer we restrict its use rather than erase it; you need it to be preserved to establish, exercise, or defend a legal claim; whilst you are verifying whether we have overriding legitimate grounds to use it. You have the right to be informed before we lift the processing restriction.
- **Automated Individual Decision-making:** The Friends of Seva Mandir does not employ automated processing/ profiling that produce legal effects on individuals.

You have the right to object to direct marketing profiling (See "Right to Object to Direct Marketing" below).

- **Right to Object:** You always have the right to object to processing of data in certain circumstances, for example in direct marketing. You can contact us to request that we stop processing your personal data by emailing us at admin@sevamandirfriends.org, or writing to us at The Blue Leanie, Walton Street, Aylesbury HP21 7QW.
- **How to Stop Email Marketing:** Simply respond with "unsubscribe" to any email. Requests are usually processed immediately but please allow ten (10) business days for the removal request to be processed. Even after you unsubscribe from promotional email messages, you may still receive transactional (non-marketing) messages from us.

8. Security

We are committed to ensuring personal information is secure. We have put security measures in place to attempt to protect against the loss, misuse, and alteration of personal information under our control. We do not store credit card details.

Unfortunately, the transmission of data across the internet is not completely secure and whilst we do our best to try to protect the security of your information, we cannot ensure or guarantee that loss, misuse or alteration of data will not occur whilst data is being transferred. We also put administrative procedures in place to, for example, only allow authorised personnel to access systems containing personal information.

9. Data Retention

We will keep personal information only for as long as we need it to maintain our relationship with you, provide you with the products, services or information you requested, to inform our research into the preferences of our supporters, to comply with the law, and to ensure we do not communicate with individuals that asked us not to. When we no longer need the information, we will dispose of it securely.

10. Do The Friends of Seva Mandir use cookies

We do not use cookies. Most browsers automatically accept cookies but you can modify your browser setting to decline cookies.

You can find out more information about how to change your browser cookie settings at <http://www.allaboutcookies.org/>.

Some third parties may use Advertising Cookies to help gather information about your browsing activity so that they can deliver website advertising to you that is relevant to your interests. The advertising industries in EU have developed schemes to help you opt-out of receiving cookies used for these purposes. You can find out more about the EU scheme from <http://www.youronlinechoices.eu/>.

11. How to Contact Us or raise a concern

If you have any questions or concerns about this policy or wish to exercise your rights, please contact us by email at admin@sevamandirfriends.org

Alternatively you can post to The Blue Leanie, Walton Street, Aylesbury HP21 7QW.

If you are not satisfied with the response you receive from us for any reason then you may wish to contact the Information Commissioner's Office via <https://ico.org.uk/>.

12. Changes to this privacy policy

We may make changes to this Privacy policy. If we do make any significant changes to the way we collect and process your personal information we will make this clear on our website, or by contacting you directly.