

Privacy Statement

1. Privacy Policy

NewstrAid is committed to protecting the data we hold and use about you and to respecting your privacy. This policy explains what personal information we collect and use and how we protect it.

We are confident that the information set out in this policy will provide you with everything you need, but should you require any additional information regarding the data we hold or the way that we use it, you can contact us in the following ways:

- By email to mail@newstraid.org.uk
- By Phone 01279 879 569
- By writing to Data Protection Champion, NewstrAid Benevolent Fund, Suite 2 Thremhall Estates, Start Hill, Bishops Stortford, CM22 7TD

This policy (and other documents that we may refer to within this policy) describes the data that we collect from you or about you, and the way that we may use it from time to time. Please read the policy carefully as it will help you to understand the way that we may use your data and our reasons for doing so.

For the purposes of the Data Protection Act 2018, the UK General Data Protection Regulations ('UK GDPR') and other applicable UK laws that regulate the collection, processing and privacy of your personal data, The NewstrAid Benevolent Fund (Newstraid) is the data controller.

2. Who we are

NewstrAid is a registered charity. The Charity's Objects are to relieve persons who are in conditions of need or hardship and to relieve the distress caused through the provision of welfare for persons who are, or have been, employed in the selling and distribution of newspapers, magazines, and periodicals in the United Kingdom, including their immediate family and dependants.

3. What we collect

The personal data that we may collect from or about you will include the following.

- Name
- Address
- E-mail address
- Phone Number
- if/when you complete an application for assistance form, relevant financial, credit or debit information
- records of our contact with you
- technical information about the way that you use web, app or mobile services, including the internet protocol (IP) address used to connect your computer to the internet, your login information if you register on our website.

Privacy Statement

- information collected from our websites and elsewhere across the internet through cookies, pixel tags, device identifiers and other technologies including information about your uses and preferences
- potential recordings of calls that you may make to our telephone line for training and monitoring purposes
- location information related to the device that you use to visit the site
- demographic information and other information provided by you.

We may collect information about your computer/ device and your visits to this website such as your geographical location, browser type, referral source, length of visit and number of page views. Any information collected in this manner is automatically anonymised. We may use this information in the administration of this website, to improve the website's usability, and for marketing purposes.

For the avoidance of doubt, we do not intend for any of our sites or services to be used by children, and we therefore do not intend to collect data from children. To the extent that such data is collected we will endeavour to delete this as soon as is practicable.

4. How do we collect personal data?

We and other service providers that we work with may collect personal data in a variety of ways including:

- Directly from you:

We collect personal data when individuals contact us (whether by email, telephone, post, or otherwise); we use such data for the purpose of dealing with the issue to which your communication relates; we will share your personal data with third parties, only where it is necessary to do so in order to deal with the issue in question; and that in contacting the Charity, you consent to such use of your personal data.

- From other sources:

We work closely with third parties providing services to us (including, for example Wellbeing Support Services, Debt Advice organisations, other Charitable bodies, Retailers, and sub-contractors providing services related to our activities).

If you connect your social media accounts via our website or any of our social media platforms, certain personal data from your social media account will be shared with us which may include personal data that is part of your profile or your friends' profiles.

We may combine information that we collect about you from other sources with the information that you give to us directly. We may use this combined information as described in this policy.

- Cookies:

When you access and use our website, the pages you access will be downloaded to your device together with a cookie. Cookies are simple text files which store information about how you use the site. They are safe and secure and do not use any sensitive, personal information. Our website uses Google Analytics to measure how many people are using our web pages to help us understand how they interact with them. Google uses a cookie to gather this information.

- If you wish, you can restrict or block cookies through your browser settings. The 'Help' function within your browser should tell you how. Alternatively, you may wish to visit www.aboutcookies.org which contains comprehensive information on how to block cookies on a wide variety of browsers.
- Through your browser or device or through our servers:

Certain information is collected by most browsers or automatically through your device, and we also collect your IP address (this enables us to recognise your computer or device when you use the site) via our server log files.

5. How do we use personal data

The legal basis that we rely on for processing your data (including special category data) will depend upon the circumstances in which it is being collected and used but will in most cases fall into one of the following categories:

Where you have freely provided your specific, informed and unambiguous consent for particular purposes. For example, if you fill in an online form or complete an application for support and give us consent to us processing and storing your personal information (including special category personal data (also known as sensitive personal data) where you have volunteered it) for the purpose of providing and assessing which if any of NewstrAid's services are appropriate for you.

Where it is in our legitimate interests to perform our functions, for example, processing donations or sending you administrative communications where our legitimate interest is to raise funds and to deliver our charitable purposes; or to perform research for the purposes of reviewing and developing our activities.

Where the processing is necessary to carry out for the performance of a contract with you.

Where the processing is necessary in order for us to comply with a legal obligation.

Where we need to protect your vital interests or those of someone else (such as in a medical emergency).

Information about other people

If you give us information on behalf of someone else, by the giving of that information, you confirm that the other person has knowledge of our proposed use of their personal data, and where applicable, has authorised you to provide consent on their behalf.

Privacy Statement

Why do we use your personal data?

Other than stated elsewhere in this policy, we use personal data for a variety of purposes related to the objects and activity of the charity. There are various reasons for doing so, including:

- for us to determine if you are a potential beneficiary of the charity;
- for the purposes of receiving and processing donations or lottery fees based on the legitimate interests of the charity in raising funds to support our activities;
- in order to provide you with services under a contract;
- to contact you directly with marketing;
- for the administrative and internal business purposes for which we have a legitimate interest;
- for security and compliance purposes to fulfil legal obligations and in order to detect fraud or ensuring the security of our website.

We will always ensure that your rights are protected under all of the above.

Who we share your personal data with

We may share personal data with third parties we use to help us run our organisation, for example, website hosts. As above, we also work closely with other third parties providing services to us (including, for example Wellbeing Support Services, Debt Advice organisations, other Charitable bodies, Retailers, and sub-contractors providing services related to our activities) and this may mean we will sometimes share your data with them, where it is necessary.

We only allow our service providers to handle your personal data if we are satisfied they take appropriate measures to protect your personal data. We also impose contractual obligations on service providers to ensure they can only use your personal data to provide services to us and to you.

We may also need to:

- share personal data with external auditors, e.g. in relation to the audit of our accounts;
or
- disclose and exchange information with law enforcement agencies and regulatory bodies to comply with our legal and regulatory obligations.

For the avoidance of doubt we will not sell your data to any third party.

6. Storing & securing your data

Privacy Statement

We do take all reasonable precautions to ensure that any personal data you provide is used only for the purposes set out in this policy. We have appropriate physical, electronic and management procedures in place to safeguard your data, prevent unauthorised access, maintain accuracy and ensure correct use. However, the internet is not a completely secure network and we cannot guarantee that such information will not be intercepted by other parties.

We will take all reasonable steps necessary to ensure that your data is treated securely and in accordance with this privacy policy. We will retain your personal data only for as long as we need to and will destroy obsolete information in a secure manner. We have a detailed internal retention policy that sets out varying retention periods for different categories of data depending on our legal obligations. After a retention period has elapsed the data is securely deleted.

7. Marketing communications

Where you give us your consent, we will use your personal data in order to send you marketing and fundraising communications in connection with the following marketing and fundraising activities and services:

- Supporter magazines and updates – including our newsletters, magazines and other publications informing you about our work.
- Appeals and fundraising activities – including requests for donations, information about how you can leave us a gift in your will, how you can raise money on our behalf or attend or take part in a fundraising event, communications relating to our lotteries and raffles and updates on the impact that your fundraising activities have had on our work.
- Information about our campaigning activities, including how you can support such campaigns and updates about the progress of such campaigns.
- Volunteering – information about how you can support our work by giving up your time or using your influence to progress our aims, along with updates on the impact of your work.
- Information about how you can access the help available from the Charity and updates about the nature of that help.

You decide how you want us to contact you, whether by mail, email, text or social media or other channels and you can update your communication preferences at any time by telling us when things change.

You have the right to ask us not to process your personal data for marketing purposes. You can exercise your right to prevent such processing by contacting us with any of the methods listed in this policy.

8. Your rights and how to contact us.

The law gives you a number of rights in relation to your personal data and our use of it. You have the right:

- to ask us not to use your personal data for direct marketing purposes.

Privacy Statement

- to ask to see what personal data we hold about you and to find out about the way that we process the data (and in some circumstances, you can ask us to provide a copy to a third party).
- to ask us to correct or update any personal data which is inaccurate.
- to ask for personal data to be deleted in some (but not all) circumstances where there is no good reason for us to continue to use it.
- to ask us to temporarily stop using your data if you don't believe that we have a right to use it, or to stop us from using your personal data where there is no good reason for us to continue to use it; and
- not to be subject to decisions made solely on the basis of 'automated processing' (i.e. the right not to be subject to decisions made solely by algorithms or computers without input from a human) in certain circumstances.

If, at any time, you would like to exercise any of the rights listed above, or if you have any queries or concerns about the way that we use your personal data (or any questions about this privacy policy), you can contact us

- By email to mail@newstraid.org.uk
- By writing to Data Protection Champion, NewstrAid, Suite 2 Thremhall Estates, Start Hill, Bishops Stortford, CM22 7TD

Our Data Champion would be happy to speak with you by telephone initially, if you wish.

You also have the right to complain about our use of your personal data. You can contact the Information Commissioner's Office via their website: <https://ico.org.uk/concerns/> or by calling 0303 123 1113.

9. Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this site. We may also email you with any changes if we have your email address. Please check back frequently to see any updates or changes to our privacy policy.

Links to other web sites

This website contains links to and from the websites of our partners and other agencies with whom we work. Please note that these websites have their own privacy policies and practices and we cannot be responsible for their content or actions.

Policy Updated April 21 and signed of by Withers (external legal partners). Ratified by Trustees April 21

Policy updated Feb 2025 and approved by Trustees Feb 2025

Policy review in 3 years