

iDonatio Privacy Policy

1. Introduction and Important Information
 - 1.1. iDonatio (“We” or “us”) are committed to protecting and respecting your personal data and privacy.
 - 1.2. This privacy policy relates to how we use and collect personal data from you when you use our platform or access our website. It also relates to our use of any personal information you provide to us by telephone and in written correspondence (including letter and email).
 - 1.3. Our platform and website are intended for people 16 years old and over and we do not collect data relating to children.
 - 1.4. Our platform and website may include links to third-party websites, plug-ins, and applications. Clicking on those links or enabling connections to them may allow these third parties to collect or share data about you. We are not in control of these third-party websites and are not responsible for their privacy statements. We encourage you to read their privacy policy before you visit their website.
 - 1.5. We may collect your data and information on behalf of third parties we have partnered with.
 - 1.6. All personal data and information you provide to us are used in line with all applicable laws concerning the protection of such data and information; including but not limited to the Data Protection Act 1998 and 2018 (DPA) and the UK General Data Protection Regulation (UK GDPR), described in this policy as the “**Data Protection Laws**”.
 - 1.7. This privacy policy also forms part of iDonatio platform terms and conditions. This privacy policy is not intended to override our terms and condition.
 - 1.8. This policy may be amended or updated from time to time and any revisions will be posted to this page. You will be informed when there are changes
2. Who we are and how to contact us.
 - 2.1. iDonatio platform with company house registration number 12722710 are the data controller. We are a limited company registered in England and Wales with the Company House. Our registered office is at 9, Chapel Place, London, United Kingdom, EC2A 3DQ. If you require more information about our privacy policy or information about the data and information we hold about you, contact us using the details below:

Privacy Officer
iDonatio UK Limited
9, Chapel Place,
London,
United Kingdom,
EC2A 3DQ

Email: info@idonatio.com
 - 2.2. If you have a complaint about how we collected your data and information or/and how we are using your data and information, please contact us at the above address. If you are not satisfied with the way we handled your complaint, you can contact the Information Commission Office (ICO), the UK supervisory authority for data protection issues (ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO, so please contact us in the first instance

3. The data we collect about you
 - 3.1. We collect and process personal data. The personal data we collect, and process include identity, contact, transactional, technical, profile, usage and marketing and communications data such as:
 - 3.1.1 **Identity Data** includes first name, last name, title or other identifier, gender, and images.
 - 3.1.2 **Contact Data** includes company registered address, private address email addresses (including private and company) and telephone numbers.
 - 3.1.3 **Transaction Data** includes details about donations received and given when you use our platform (website and mobile APP).
 - 3.1.4 **Financial Data** includes bank account details. Even though you submit these data via our platform, we do not store these data. They are collected and stored by Stripe (our financial gateway). Please visit <https://stripe.com/privacy-policy> to see how they handle your financial data.
 - 3.1.5 **Technical Data** includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website.
 - 3.1.6 **Profile Data** includes feedback and survey responses.
 - 3.1.7 **Usage Data** includes information about how you use our website, products, and services.
 - 3.1.8 **Marketing and Communications data** includes your preferences in receiving marketing from us and our third parties and your communication preferences.
 - 3.2. Please note that we may collect and/or process other personal data from time to time
 - 3.3. We only collect data from you directly or via third parties (see the section Third Parties below).
4. How do we collect data about you?
 - 4.1. We use the following methods to collect data from and about you.
 - 4.1.1 Online Forms. We collect your Identity, Contact Details, Profile and Financial Data by filling out forms on our website when you:
 - a) register to use our platform.
 - c) contact us.
 - d) request marketing information to be sent to you.
 - f) give us a feedback or contact
 - 4.1.2 Automatically. When you interact with our website, we may with your consent collect Technical Data about your equipment, browsing actions and patterns.
5. If you fail to provide personal data
 - 5.1. Where we need to collect personal data by law, or under our terms and conditions, and you fail to provide that data when requested, you will not be able to use our website. In this case, we may have to suspend or delete your account with us, but we will notify you if this is the case at the time.
6. How your data will be used
 - 6.1. We use information held about you to:
 - 6.1.1 carry out our obligations arising from any contracts entered between you and us in relation to your giving donations to charity or receiving donations from Donors, claiming Giftaid where applicable, carry out feedback and research on our services, and notify you about changes to our services.
 - 6.2. We never sell your data to third parties or allow third parties to contact you without your permission.
 - 6.3. We may share your data with third parties where there is a legal obligation for us to do so or we have identified a valid lawful basis as set out in our terms and condition. We may process your personal data without your knowledge or consent where this is required or permitted by law.
 - 6.4. When you donate anonymously, your data is not visible to the Donee you are donating to.

- 6.5. Where you have indicated to us that you are happy for us to do so, we will also use your data:
 - 6.5.1 To provide you with marketing information about other services we offer that are like those that you are already using with us; and
 - 6.5.2 To provide you, or permit charities to provide you, with information about campaigns or services that we (or that charity) feel may be of interest you. We will only disclose your information to charities to whom you make donations through our platform.
 - 6.6. Please be aware that where you have indicated to us that you are happy for us to disclose your information to your chosen Donees, you should check your chosen Donee's privacy policy. We do our best to ensure your chosen Donee use your data in the way you have instructed, where your instructions were given directly to us. However, once we have passed that information to your chosen Donee, they will be in control of your information and how they use it will be determined by them. If you have any concerns about how your chosen Donee is using your data, please contact your Donee directly.
7. Processing your data
 - 7.1. We will only process your data where we have identified a lawful basis to do this, as follows. This may include providing your data to third party.
 - 7.1.1 **Contractual obligation** – processing your data to comply with our Terms and Conditions. Where you have registered to use our services, we will use the personal data you provided to comply with these Terms and conditions.
 - 7.1.2 **Legitimate Interest** - in the interest of our business, to enable us to give you the best service and product, and a secure experience.
 - 7.1.3 **Consent** – We will ask for your consent to process your data outside our contractual obligations (see above) unless we have identified a Legitimate Interest (see above).
 - 7.1.4 **Legal obligation** – We may process your data where we it is necessary for us to do so to comply with the law.
 8. International Transfers
 - 8.1. Your data is stored by us and our processors in the UK. Some of our partners are based outside the UK, if we transfer your personal data out of the UK, we will ensure the security of your data.
 9. Data Security
 - 9.1. We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorized way, altered, or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions, and they are subject to a duty of confidentiality.
 10. Data Retention
 - 10.1. We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.
 11. Cookies Policy
 - 11.1. Our website uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). The information generated by the cookie about your use of our website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for

the purpose of evaluating your use of our website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. Further information about Google's privacy policy may be obtained from: <http://www.google.com/privacy.html>