



FUTURE HOPE UK PRIVACY POLICY

We promise to take great care with your personal data, and we commit to protecting any personal information that you share with us, whether you are engaging with us as a supporter, volunteer or donor.

This Privacy Policy sets out how and why Future Hope UK obtain, process and protect your personal data. It explains the legal basis for us processing your data and applies to information we collect about:

- Visitors to our website
- People who donate to Future Hope UK either directly or via a third party
- People who sign up to receive Future Hope UK news, updates and invitations
- People who attend Future Hope UK events

1. Who We Are:

Future Hope UK is a registered charity in England and Wales (charity number 1157547). Future Hope UK's registered address is 107 Abbotsbury Road, London, W14 8EP.

This Privacy Policy relates to information which is obtained by Future Hope UK and for which Future Hope UK is the Data Controller in accordance with the EU General Data Protection Regulation (GDPR).

2. Our Purpose:

Future Hope UK is a grant-making charitable organisation which gives financial support to Future Hope India, an independent charity registered in India which provides opportunity through its homes, school and medical programme for some of the most vulnerable children from the streets and slums of Kolkata, India. Future Hope UK provides financial support in order to change the lives of destitute children and help them to become independent, self-supporting members of society.

Our supporters help us to achieve this in a variety of ways, primarily by:

- Fundraising
- Donating
- Volunteering

3. Our Legal Basis For Processing Your Data:

Contract – for example when you make a donation, or set up a direct debit, we will process your data under the legal basis of “Contract”, as we must process your data in order to complete your donation.

Consent - for example to send you our newsletter, invite you to an event or to keep you up to date on our work, Future Hope UK will only process your data using the legal basis of “Consent”, which means you have opted in. We will make it easy for you to tell us if you would like to receive communications from us and the ways in which you would like to receive this information (post, email and phone). We will not send you marketing material if you tell us that you do not wish to receive it. There are a variety of ways you can do this, please see section 10 for details.



Legitimate Interest – there are sometimes other lawful reasons for us to process your data in order to achieve the purpose of Future Hope outlined in Section 2. For example, to know our supporters better we keep a record of who has attended our events or volunteered for us.

4. Why And How We Hold And Process Our Supporters' Personal Data:

Your information is only used for the purpose for which we collect it, which includes promoting the aims of our Charity, communicating and engaging efficiently with our supporters and providing support for our charitable activities.

We hold and process supporters' personal data for several reasons:

- to keep a record of donations made, actions taken by our supporters and our communications with them;
- in relation to correspondence you have entered into with us whether by letter, email, text, social media or any other means, and to contact you about any content you provide;
- to confirm receipt of donations (unless you have asked us not to do this), and to say thank you and provide details of how your donation might be used;
- to claim gift aid on donations;
- to send our supporters marketing information about our projects, fundraising activities and appeals;
- to fulfil contractual obligations entered with supporters e.g. recurring donations;
- to support volunteers participating in fundraising, campaigns and events;
- to record volunteers undertaking work experience in our UK office or with Future Hope India in Kolkata;
- to support community-based fundraising;
- for internal record keeping, to ensure we hold upto date information of your relationship with us, for example to record your communication preferences and ensure we do can implement requests to withdraw consent;
- "service administration", for example we may hold your details and contact you for reasons related to administering any donations you have made or your tax status with regard to Gift Aid if claimed;
- to analyse and improve the activities and content offered by the Future Hope website to provide you with the most personalised and user-friendly navigation experience;
- To comply with 'Know Your Customer' as required by the Charities Act 2016 and to follow the recommendations of the Charity Commission, which require us to verify the identity of supporters who make major gifts.

5. How And When We Collect Information About You:

When you give it to us directly:

You may give us your personal data directly when you make a donation, meet with us, sign up for or attend of our events, when you communicate with us, or when you sign up to receive our newsletters and updates.

When you give it to us indirectly:

You may give us your information indirectly when you sign up to events such as the Royal Parks Half Marathon, or contribute to Future Hope UK via third parties or fundraising sites such as Just Giving or Virgin Money Giving.

For example, when you donate to us online via a third party the following information will be taken by the them, e.g. CAF Donate or JustGiving, as required to complete the donation: Name, Title, Billing address, Email address, Debit/Credit Card Details, Declaration of Tax Payer Status (for Gift Aid). This data will be processed in accordance with their privacy policies.



Where you have indicated that you wish to support Future Hope UK and have given your consent, these independent third parties will pass your contact data, the value of your donation and your message to Future Hope UK, excluding your Debit/Credit card details,

When you access Future Hope's Social Media:

We might also obtain your personal data through your use of social media such as Facebook, Twitter, Instagram or LinkedIn, depending on your settings or the privacy policies of these social media and messaging services. To change your settings on these services, please refer to their privacy notices, which will tell you how to do this.

When the information is publicly available

We might also obtain personal data about individuals who may be interested in giving to charities or organisations like Future Hope UK. For example, through the Charities Commission.

When you visit our website

When you visit www.futurehope.net, just as when you visit most websites, a Cookie is placed on your computer. Cookies are small files that help ensure that a website works correctly and more efficiently to deliver a good experience. Cookies also provide some standard information regarding how you used the website. This information is anonymous so that it is impossible to determine the identity of those visiting the website.

This website also contains several links to external websites. This privacy notice does not cover those websites and Future Hope UK is not responsible for the content of those websites.

For more information about Cookies and how to manage or delete them please visit www.aboutcookies.org or www.allaboutcookies.org

When you provide a service to Future Hope UK

We will collect and hold only the information needed to comply with the law and to complete and manage the respective contracts and normal contract administration processes.

6. What information might Future Hope UK collect about you?

We only collect personal data that we need, and which is relevant to the type of interaction you have with Future Hope UK.

For example, when you contact Future Hope UK to make a donation, take part in fundraising campaign or sign up to any of Future Hope UK's activities or online content, such as newsletters, or you telephone, email, write to or text Future Hope UK, or engage with Future Hope UK via social media channels, we may receive and retain personal information about you.

The information we collect is relevant to the type of transaction you are entering into with details such as your name, email address, postal address, telephone or mobile number and whether you are a tax payer so that we can claim Gift Aid.



Sensitive Personal Data:

We do not routinely collect "sensitive personal data" about our supporters, e.g. health status. Should you share information with us about your working or personal life that is of interest to Future Hope UK or explains your connection with Future Hope UK, Kolkata or India, this may also be recorded, so that we can communicate with you in a considerate and appropriate manner.

All data is stored on a secure database, to which only a limited number of relevant staff have access. It is deleted when no longer relevant, is never shared with third parties except when legally required and is available to you at any point should you wish to see, update or delete it.

7. Will Future Hope UK share your personal information with anyone else?

Future Hope UK will not share your data with other organisations for marketing or fundraising purposes, except where necessary with Future Hope India. We will only use your information within Future Hope for the purposes for which it was obtained. You will not receive marketing from any other companies, charities or other organisations as a result of giving your details to us.

However, for the purposes of securely processing and storing your data we will share it with trusted partners and suppliers who work with us to help us deliver our services. We do not use suppliers that are not themselves compliant with GDPR regulations.

Our current database is stored within the EU. Your data will only be processed outside the EU where Future Hope UK has verified that appropriate GDPR standards and safeguards are in place.

To deliver certain projects and events we may need to share your information with service providers who help us to deliver these services. These "data processors" will only act under our instruction and are subject to pre-contract scrutiny and contractual obligations containing strict data protection clauses, compliant with GDPR. We do not allow these organisations to use your data for their own purposes or disclose it to other third parties without our consent and we will take all reasonable care to ensure that they keep your data secure.

We will also comply with legal requests where disclosure is required or permitted by law (for example to government bodies for tax purposes or law enforcement agencies for the prevention and detection of crime, subject to such bodies providing us with a relevant request in writing).

8. How long will Future Hope UK keep your personal information?

We keep your personal information only for as long as is necessary for the relevant activity, and in accordance with legal requirements and tax accounting rules. Where your information is no longer required, we will ensure it is disposed of in a secure manner.



Where you give us your consent to send marketing information, we will consider it reasonable for this to exist until you update or withdraw your consent. You can update or withdraw your consent at any time, for individual channels of communication, or for all channels. See section 10 for details on how to do this.

When you make a donation directly to Future Hope UK Gift Aid information must be retained for a minimum 7 years, in accordance with HMRC rules, and will then be destroyed.

Where you have notified us that you will be leaving a legacy to Future Hope UK we may keep data you provide to us indefinitely, to carry out legacy administration. Once the legacy is complete the families will be offered the opportunity to remain in contact with Future Hope UK.

9. How to control what we send you and how to request that we update your personal information?

The accuracy of your information is important to us. We want to ensure that we can communicate with you in ways that you are happy with, and to provide you with information that is of interest.

To change how we communicate with you, or update the information we hold, please contact us:

- email us at info@futurehope.net
- write to us at: Future Hope UK, 107 Abbotsbury Road, London W14 8EP

Additionally, you can opt out of marketing emails at any time by clicking the unsubscribe link.

10. How long will it take for these changes to be effective?

We endeavour to meet the following service levels where supporters request we do not send them marketing information:

- Email – 10 working days from receipt of email
- Telephone – 10 working days from receipt of request to opt out
- Mail - 28 days from receipt of 'do not mail' request. This period is longer than for other channels due to the production times for mailing campaigns, and in most cases we would expect the change to be effective much more quickly.

Under the GDPR you have various rights which allow you to control the privacy and handling of your personal information. If you wish to exercise any of your rights, as listed below please write to us at info@futurehope.net:

- a. Access to your personal information;
- b. Objection to processing of your personal information;
- c. Objection to automated decision-making and profiling;
- d. Restriction of processing of your personal information;
- e. Your personal data portability;
- f. Rectification of your personal information; and
- g. Erasure of your personal information.



If you make a request relating to any of the rights listed above, we will consider each request in accordance with data protection laws and regulations. In line with standard guidelines for these requests we charge £10 for information requests and require you to prove your identity with two pieces of approved identification.

Please address requests and questions about this Privacy Policy to the Data Protection Officer, Future Hope UK, 107 Abbotsbury Road, London, W14 8EP.

11. How Future Hope UK keeps your data safe:

We take the protection of your personal information very seriously. We use appropriate technical and organisational safeguards to ensure that your data is kept secure and limit information access to a need-to-know basis.

Unfortunately, the transmission of information using the internet is never completely secure.

The Future Hope website contains several links to external websites which this privacy notice does not cover and for which we are not responsible for the content.

Where we use external companies to collect or process personal data on our behalf, a contract is put in place that sets out our expectations and requirements, especially regarding how they manage the personal data they collect on our behalf or have access to.

12. How to make complaints about this policy or raise privacy concerns:

If you would like more information, or have any questions about this policy, please contact us by email at info@futurehope.net or write to us at: Future Hope UK, 107 Abbotsbury Road, London W14 8EP.

You also have the right to make a complaint direct to the UK's data protection authority, the Information Commissioner's Office (ICO). The ICO can be contacted at: <https://ico.org.uk/global/contact-us/>

Concerns can also be logged via the ICO website.

13. Changes to Future Hope UK's Privacy Policy:

This Privacy Policy will be updated from time to time, so you may wish to check it each time you submit personal information to Future Hope UK.