

# RSPCA Llys Nini Branch Cardiff – Swansea

## Privacy notice

This privacy notice lets you know what to expect when the RSPCA Llys Nini Branch (Cardiff to Swansea) collects personal information that you give us.

**In particular, this notice tells you about how we use your information and:**

**Who we are?** The RSPCA Llys Nini Branch – Cardiff to Swansea (Llys Nini), registered charity number 224337, is an unincorporated charitable organisation, a separately registered branch of the Royal Society for the Prevention of Cruelty to Animals national society. Llys Nini carries out animal welfare work in the unitary authorities of Swansea, Neath & Port Talbot, Bridgend, some areas of Rhondda Cynon Taf and Cardiff.

Llys Nini's main aim is to rescue, rehabilitate and re-home abused and unwanted animals. We also provide subsidised vet treatment for the pets of people on low incomes. We are currently developing the site in order to bring the public out into the countryside and are doing a lot of work in protecting the wildlife on our local site.

The RSPCA Llys Nini Branch – Cardiff to Swansea is registered as Data Controllers under the Data Protection Act 1998.

## What personal information we collect about you?

We may collect personal information about you when you:

- rehome, adopt or foster an animal from us
- ask us to rehome an animal for you
- become a Centre/shop volunteer
- fundraise for us
- ask about our activities
- register with us for information
- use our Neath Clinic veterinary services
- sign up for newsletters
- process a pledge or make a donation or sign up for an event
- become a Safe Haven donor
- become involved in one of our campaigns
- register for our branch "home for life" scheme
- telephone, write, contact us online or text us or otherwise provide us with your personal information.
- Register with us a lost or found animal
- Register with us for "Will you help us?"

This can include information such as your name, postal address, telephone number, mobile number, IP address, email address, communication preferences, date of birth or bank account details so we can process donations, or information as to whether you are a taxpayer to help us to claim gift aid. Credit Card information is not held by us, it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit card and debit card transactions.

We do not collect sensitive personal information about our supporters unless there is a clear reason for doing so.

We will only collect sensitive personal data with the supporter's consent, and clear notices will be provided on applications for events and other relevant forms and communications, so you know what information we need and why we need it.

### **How we may use your information**

We will not rent, swap or sell your personal information to other organisations for them to use in their own marketing activities.

The legal basis that we rely on for processing your 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 provided your consent to allow us to use your data in a certain way
- 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; or
- 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

### **Service providers**

We use service providers (such as insurance companies and software platform providers) to help us provide you with our services.

We may give relevant persons within these service providers access to your personal information, but only to allow them to perform their services for us. Some service providers may be based outside of the European Economic Area (EEA) however, we will endeavour to ensure that any data transfers outside of the EEA are carried out in compliance with relevant data protection legislation and that the processing of your data is subject to appropriate security measures.

### **Legal requirements**

We may disclose your personal/sensitive personal information when required to by law, for example, to HMRC for tax purposes or to police forces for the prevention or detection of crime. Further, we safeguard the sharing of such information by using formalised information sharing agreements with organisations where appropriate, or on an ad hoc basis after ensuring the request and disclosure are legally compliant.

### **Other ways we may use your information:**

#### **Donors and supporters**

- If you wish to support us by making a donation, registering to fundraise for us, joining our Safe Haven scheme or signing up to an event, we will collect your name and contact details as a minimum.
- Where appropriate, we may also ask for your date of birth and your motivation or personal experience for supporting us. We will use the information you provide to give

you the services, products or information you asked for, tailor communications to you, to administer your donation including processing gift aid, to send you a thank you letter, to support your fundraising or manage your marketing preferences.

- We may also send you administrative communications, for example confirming a direct debit instruction when you have made a donation to us.

### **Online donations and payments**

- To make an [online donation](#) or payment by direct debit or payment card, you will be directed to a payment gateway which uses security features and encryption to ensure your data remains safe.
- We offer the use of PayPal, and use Just Giving for some of our products and services, and have payment gateways operated on behalf of and under contract to us by service providers. Further information about the collection and use of your data will be provided on the relevant payment gateway for you.

### **Our members**

- If you are a member of Llys Nini or RSPCA, we need to hold your personal information so that we can keep our register of members up to date.
- We will also communicate with you about your RSPCA membership and provide you with information in accordance with our governing documents.
- When applying to become a member of the RSPCA, we may check if you have any affiliations to groups that you may have that oppose or seek to undermine the RSPCA's aims.

### **Marketing communications**

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

- **Newsletters and updates** – including our newsletters, 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 lottery and raffles, and updates on the impact that your fundraising activities have had on our work
- **Volunteering** – information about how you can help 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;
- **Rehoming and adopting or fostering services** – information about how you can access or take part in these services and communications and updates about the animal adoption, rehoming and fostering at the centre.
- **Membership** – details of how you can join-up as a member of the RSPCA

You decide how you want us to contact you, whether by mail, email or by phone or text message (SMS/MMS) and you can update your communication preferences at any time by telling us when things change. From time to time we will also send you a communication to update and refresh your communication preferences.

## **Re-homing an animal from us**

- When you apply to re-home an animal from us, we'll need to share personal information such as your name, address and telephone number, to enable a home visit by one of our volunteer home-visitors.
- We try to make sure that all animals are micro-chipped when they're re-homed from us; this is a legal requirement in relation to dogs. We will share your personal information with a microchip company in case your animal goes missing.
- If you re-home a cat or dog from us, we will also share your personal information with Pet Plan, our pet insurance provider, so they can offer you one month's free pet insurance. If you take this up, Pet Plan will contact you with an offer to extend the cover after the free period ends.

## **Volunteers and job applicants**

If you apply for a job with us or volunteer, we'll hold the personal information you provide to process your application.

If we need to disclose information to a third party, we will not do so without asking you beforehand unless the disclosure is required by law. For example if we need to take up a reference, or obtain "disclosure" from the Disclosure & Barring Service.

If you apply to work with us we'll only hold your data for the purposes of that application. We won't hold your personal information for any longer than is necessary for the purposes of that application.

Volunteer information is kept for the purpose of keeping a register of current volunteers. Your personal information will be held and processed so that we can contact you about future volunteering opportunities. We'll only hold information relating to the nature of your voluntary work and we'll delete it in accordance with our retention policies.

## **Visitors to our website**

When someone visits [www.rspca-llysnini.org.uk](http://www.rspca-llysnini.org.uk) or associated websites, we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns.

We do this to find out things such as how our website was accessed, and the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google Analytics to make, any attempt to find out the identities of those visiting our website. If we do want to collect personal information through our website, we will make this clear and explain what we will do with it.

We also use click through and open mail tracking when sending emails so that we can check whether the recipient has opened an email, unsubscribed, or clicked on a link to our website. This enables us to assess the effectiveness of our email campaigns.

## Cookies

We use cookies to help us make our website better. Cookies are small text files that sit on your device so that our website will remember you.

To help us create a more effective website that reflects users' needs, we use cookie files to collect and record information about how our site is used and collect your IP address (a number that identifies a specific computer or other internet device) for system administration and to report aggregated information.

For more information on cookie files and IP addresses read our cookies policy. By continuing to use our site, you agree to our use of cookies.

However, if you wish to restrict or block the cookies which are set by our websites, or indeed any other website, you can do this through your browser settings. The 'Help' function within your browser should tell you how. Please be aware that restricting cookies may impact the functionality of some areas of our website.

### **Information security**

We ensure your data is kept secure by using up-to-date security features and procedures and we respect the privacy of all visitors to our website.

## **Children and vulnerable persons**

### **Vulnerable Persons**

We place great importance on the safety of vulnerable persons.

### **Children's personal information**

We are committed to protecting the privacy of young people who want to fundraise for us or who take part in educational events at schools, visit the Centre or who enter our event trails and competitions.

Our fundraising events may request specific information about the age of participants. Where appropriate we will seek the consent from a parent, guardian or carer before collecting information about young people under 16.

## **Telling us when things change**

You can help us keep our records up to date by telling us when your contact details and other personal information changes. You can also change your mind at any time about how we contact you or ask us to stop contacting you altogether.

Please contact our Admin team and they'll make the changes for you:

- call them on **01792 229435**
- email [admin@rspca-llysnini.org.uk](mailto:admin@rspca-llysnini.org.uk)
- write to RSPCA Llys Nini Branch – Cardiff to Swansea, The Animal Centre, Penllergaer, Swansea, SA4 9WB

If you tell us that you no longer want to receive further contact from us and you are on our supporter database, it may take a short while before our communications stop altogether as selection of supporter information for some of our appeals is done a few weeks in advance of mailing. If you request to receive no further contact from us, we will keep the information we hold on you and add you to our suppression lists to ensure that you do not receive unwanted materials in the future.

## Access to your information and correction

You have the right to see information contained in personal data we hold about you. If you would like to receive some or all of your personal information (called a Subject Access Request), please contact the Data Protection Team

e-mail: [admin@rspca-llysnini.org.uk](mailto:admin@rspca-llysnini.org.uk)

Write to:

Data Protection Officer  
RSPCA Llys Nini Branch – Cardiff to Swansea,  
The Animal Centre,  
Penllergaer,  
Swansea,  
SA4 9WB

We may require proof of identity of the person making the request.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove any information you think is inaccurate by contacting the Data Protection Officer at the address provided below:

RSPCA Llys Nini Branch – Cardiff to Swansea,  
The Animal Centre,  
Penllergaer,  
Swansea,  
SA4 9WB