

Privacy Statement for Supporters

At No Limits, we want everyone who supports us to feel confident with how any personal information you share with us is used or stored. This privacy policy sets out how we collect, use and store your personal information.

In this policy we will outline:

1. Who we are
2. What information we collect from you
3. How we collect information about you
4. How we use your information
5. How we secure and store your data
6. How long we hold your information for
7. Sharing your information
8. How can you access, update or delete your data

1. Who we are

No Limits is a youth, information, advice, counselling, advocacy and support charity which supports children and young people up to the age of 26 in Southampton and across Hampshire. We support thousands of young people each year to help them gain the skills and knowledge needed to manage their lives, grow in confidence and build brighter futures.

(Registered Charity No. 1088835 | Company Limited by Guarantee No. 4183173 | Registered Office: 35 The Avenue, Southampton, SO17 1XN.)

2. What information we collect from you

We want to make sure that we communicate with you in a way that is safe and comfortable for you, whether that be via phone, email or post. In order to do so, we will only collect the following information from you:

- Name
- Address
- Telephone number/s
- Email address

3. How we collect information about you

We will collect information about you from emails, phone calls, newsletter signups, donations, events, job applications and volunteer applications. This includes when you phone us, visit our website, or get in touch through the post, or in person.

4. How we use your information

We collect information from our supporters to keep you up-to-date with news about our work, fundraising appeals, marketing campaigns and volunteering opportunities. We will also use your personal information to keep a record of your relationship with us, and to thank you for your support. We may send you marketing by post unless you opt out, on the basis of it being within our legitimate interests to do so.

5. How we secure and store your data

When you give No Limits information about yourself, we take every means to ensure that it is securely processed and stored. Unfortunately, no data transmission over the internet can be guaranteed to be 100% secure. As a result, while we do our utmost to protect your personal information, we cannot absolutely guarantee the security of any information you transmit to us, and you therefore do so at your own risk.

We store your personal information in a protected Customer Relationship Management (CRM) database, and paperwork is kept locked away when not in use.

6. How long we hold your information for

We will typically store data relating to supporters for three years after their last donation or interaction. HMRC requires us to keep data for those who have agreed to Gift Aid their donation for seven years. Once the retention period has expired, the information will be confidentially disposed or permanently deleted. Where possible, we cleanse and remove out of date data by checking it against publicly available records such as deceased records. This helps us to improve the delivery rate of our mailings and minimise wasted expenditure.

7. Sharing your information

We do not sell or share personal details about our supporters with third parties for the purposes of their own marketing. Your information may be shared with us by third parties, for example fundraising sites like Just Giving, Everyclick, Give as you Live. These independent third parties will only do so when you have indicated that you wish to support No Limits, and with your consent. You should check their Privacy Policy when you provide your information to them, to understand fully how they will process your data.

8. How can you access, update or delete your data

You have the right to know what information we hold about you and to ask, in writing, to see your records. We will supply any information you ask for that we hold about you as soon as possible, but this may take up to 30 days. We will not charge you for this other than in exceptional circumstances. You will be asked for proof of identity as the person dealing with your request may not be the staff member you have met before. We need to be sure we are only releasing your personal data to you. This is called a data subject access, and can be done by emailing enquiries@nolimitshelp.org.uk.

You can withdraw your consent, unsubscribe from or update your marketing preferences at any time via phone 02380 224224 or email fundraising@nolimitshelp.org.uk.

Policy last updated: 25th May 2018