



Privacy Policy

1. The purpose and scope of this policy:

- This Privacy Policy (“PP”) covers how It Gets Better UK (“IGBUK”, “We” or “Us”) receive and use your personal data. Here at IGBUK we operate on the basis of minimizing the personal data we process to instances where this processing is absolutely necessary
- We have particular concern and sensitivity for the protection of data of those between 13-16 years of age; please see the Section “Minors” below for more information.

This policy applies to anyone working on behalf of IGBUK, the board of trustees and volunteers.

2. Our contact details

E-mail: info@itgetsbetter.org.uk

3. The type of personal information we collect

We currently collect and process the following information:

- First and Last name;
- Postal address (including billing and shipping address);
- Telephone number;
- Email address;
- Donation amounts;
- Sexual orientation data- only where you provide this to us as part of the videos or articles you submit to us; and
- Data of our volunteers (name, address, contact details).

4. How we get the personal information and why we have it

Most of the personal information we process is provided to Us directly by you for one of the following reasons:

- To manage your donations;
- To respond to your queries;
- To deal with any complaints; and
- To allow you to volunteer with Us or otherwise support our activities

We also receive personal information indirectly, from the following sources in the following scenarios:

- From JustGiving, our primary donation platform, or Virgin Giving which provides us with your name, email address, amount of donation and gift aid.

We use the information that you have given Us in order to:

- To respond to your inquiries and fulfil your requests (e.g., send newsletters or provide you with information about our services, partners, educational content/literature, and partnership and donation opportunities);
- To send you administrative information, including information regarding the foregoing and changes to our terms, conditions and policies;
- To complete and fulfil your donations, for example, to process your payments, communicate with you regarding your donation(s) and provide you with related customer service;
- To send to you marketing communications that We believe may be of interest to you (including, without limitation, by our third-party service providers that send direct mail, email, and other types of advertising to those whose email addresses We have collected);
- To send to you SMS text messages, if you have indicated you would like to receive them. Please keep in mind that message and data rates may apply. You should check with your mobile service provider for applicable data rates. If additional rules are provided in connection with any specific SMS text message sign-ups, such rules shall also apply and shall control in the event that they conflict with this PP;
- To personalize your experience by presenting content, products, and offers tailored to you;
- As they arise from time to time, to allow you to participate in sweepstakes, contests and similar promotions and to administer these activities. Some of these activities have additional rules, which could contain additional information about how We use and disclose your personal information, so We suggest that you read these rules carefully; in the event of a conflict between such rules and this PP, such rules will govern;
- For our business purposes, such as data analysis, audits, developing new products, improving our services, identifying usage trends and determining the effectiveness of promotional campaigns; and
- As We believe to be necessary or appropriate:
 - (a) under applicable law, including laws outside your country of residence;
 - (b) to comply with legal process;
 - (c) to respond to requests from public or government authorities, including public or government authorities outside your country of residence;
 - (d) to enforce our terms and conditions;

- (e) to protect our operations;
- (f) to protect our rights, privacy, safety or property, or that of you or others; or
- (g) to allow Us to pursue available remedies or limit the damages that We may sustain.

We may share this information with IGB volunteers, staff, Trustees or our affiliated It Gets Better Project organisations.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting info@itgetsbetter.org.uk

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(f) We have a legitimate interest.

5. How we store your personal information

Your information is securely stored with our third-party CRM provider <https://monday.com/l/privacy/monday-com-is-gdpr-ready/> and on Microsoft Office.

We keep name, contact details, address', sexual orientation for 2 years We will then dispose your information by manually deleting the data in question.

6. Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@itgetsbetter.org.uk if you wish to make a request.

7. Children

We recognise the particular importance of protecting privacy where children are involved. We do not intend any of our services to be accessed or used by children under thirteen (13) years of age. We do not knowingly collect personal information of children under 13. In the event we have collected personal information from or of a child under 13 without verification or parental consent please contact us at info@itgetsbetter.org.uk. If you are concerned about the wellbeing of a child please refer to our Safeguarding Policy.

8. Minors

We do collect data of children between the age(s) of 13 to sixteen (16) (“Minors”). We appreciate that this means that we must manage the data we collect from this demographic with due sensitivity and only with the consent of a parent or guardian. If you are a Minor or a parent or guardian and are concerned about the data we collect, please contact us at info@itgetsbetter.org.uk. If you are concerned about the wellbeing of a Minor please refer to our Safeguarding Policy.

9. How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@itgetsbetter.org.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>