MacIntyre
Providing support...your way

Privacy Notice for Supporters, Donors and Website Users – A Quick Guide

Introduction

This privacy notice gives a summary of how and why MacIntyre ("we") process personal information ("data") about you and your rights in relation to that information. MacIntyre is the organisation responsible for deciding how your personal information is used, this is called the 'data controller'. MacIntyre's named responsible individual is Claire Toombs (Finance Director), who holds the position of MacIntyre's Senior Information Risk Owner.

This notice applies to people who support us through fundraising, publicity activities or use our website. For detailed information on exactly what we will do with the information collected on our website or through our fundraising and publicity activities, see our 'Privacy Notice for supporters, donors and website users – The Detail'

At MacIntyre, we are committed to protecting any personal and/or private information that you share with us. It is important that you know when, why and how we do this.

This privacy notice explains:

- What types of personal information we collect
- How we will use that information
- How long we keep that information
- How we store your information
- How and when we share your information with others
- How you can access and update your information
- How you can change or stop us communicating with you
- Your rights under data protection law

We also recommend that you read our Cookie Policy

Why do we need to collect personal data?

We collect and use personal information so that we can communicate with you, process donations and support our charitable activities.
You can ask us to change the way we communicate with you at any time by contacting us on hello@macintyrecharity.org
We will only use your personal data where we have a lawful basis to do so.

Who are we?

MacIntyre provide education, support and care to enable people with learning disabilities and autism to live a life that makes sense to them. In this notice, 'MacIntyre', 'we', 'us' or 'our' refers to MacIntyre.

- We are a company registered in England and Wales: Number 894054
- We are a registered charity in England and Wales: Number 250840
- We are registered as a data controller with the Information Commissioner's Office: Registration Number Z6791722

What is personal information?

Personal information is any information that may be used to identify you either directly or indirectly. This could be your name, postal and email addresses, telephone number and / or your bank details if you are donating to us.

How do we collect personal information?

We collect this information when you do things like:

- Register for our newsletters and updates
- Request a service or information
- Make a donation to us or set up a Direct Debit
- Fundraise or volunteer for us.

We also collect information through third parties, who are other organisations that we collect data from. Some examples of these are:

- Donating through Justgiving or Virgin Money Giving
- Signing up to a MacIntyre event through another website
- Through social media sites like Facebook and Instagram, if you have given permission to share this with us.

We may collect information from third parties where you have provided your details to them, or where they are permitted to share it with us under data protection law and in line with their privacy policies.

How do we use personal information?

We use your information for the following purposes and rely on different lawful bases depending on the activity.
We use your data for things like:

- To provide you with information or services you have requested.
- To manage and improve how we communicate with you – to ask you how you would like to be contacted and what information you would like to receive.
- To process financial transactions such as donations, setting up a Direct Debit and / or processing gift aid.
- To keep a record of communications between us.
- To further our charitable aims, including for fundraising activities.
- To invite you to volunteer to take part in surveys or research.
- To respond to feedback and queries.
- To inform research that looks at interests, behaviours and demographics of the people who interact with us, to help us offer you better communications and information. This may involve analysing information to better understand our supporters and improve how we communicate, but we do not make significant decisions about you based solely on automated processing.

How do we store your information and for how long?

We make sure that we have the right technical controls in place to protect your personal details. Our network is protected and routinely monitored. We ensure that your information is only accessible to appropriately trained staff, volunteers, processors and contractors. We will hold your information for as long as you have an active relationship with us.

We use some external companies to collect or process personal data on our behalf. We do comprehensive checks on these companies before we work with them.

Some of our suppliers operate outside the UK. Where this happens, we ensure appropriate safeguards are in place to protect your information in accordance with UK data protection law.

How long we will keep your information, and our lawful basis for processing it, depends on the purpose of your contact with us. We will keep your information only for as long as necessary for the purposes it was collected and in line with our retention policies. In some cases, we may retain certain information after your relationship with us ends (for example to meet legal or regulatory requirements or to maintain suppression records).

For further details, see our 'Privacy Notice for supporters, donors and website users – The Detail' or ask for a copy of our Retention Schedule.

How and when we share your information with others

We will never give, sell or rent your data to another organisation. We will not share your information with others for use in their marketing or fundraising.

We may use other companies to provide services on our behalf, such as processing online donations, delivering postal mail or sending emails. We will only provide those companies with the information they need to deliver that service. We carefully select those companies to make sure that they handle your information to the same standards that we have set out here.

There are also some legal reasons that we might need to share your data. This includes if they are required by the police or to detect or prevent fraud.

Some organisations we share data with act as independent data controllers (such as payment providers), while others process data on our behalf.

We will only share your data where we have a lawful basis to do so, including where required by law, to protect individuals, with your consent or where we use trusted service providers acting on our behalf.

Your rights

Under UK data protection law, you have rights over the personal information we hold over you. These are:

1 **The right to be informed:** you have the right to know how we collect and use your personal information. This Privacy notice is part of how we meet this right.
2 **The right of access:** you have the right to ask for a copy of the personal information we hold about you. This is also known as a Subject Access Request. We will normally respond within one month.
3 **The right to rectification:** if any of the information we hold about you is inaccurate or incomplete, you can ask us to correct it.

4 **The right to erasure (also known as the 'right to be forgotten'):** you can ask us to delete your personal information in certain circumstances, for example if the information is no longer needed or you withdraw your consent (where consent was used). Please note that we may not always be able to delete information where we need to keep it for legal or regulatory reasons.
5 **The right to restrict processing:** you can ask us to limit how we use your personal information, for example while we are checking its accuracy or considering an objection you have made.
6 **The right to data portability:** in some cases, you can ask us to provide your personal information in a structured, commonly use format so you can reuse it or share it with another organisation.
7 **The right to object:** you have the right to object to us using your personal information in certain situations, including where we rely on legitimate interests and or for direct marketing. If you object to direct marketing, we will stop using your data for this purpose but may still use it for other purposes where we are permitted by law.
8 **Rights in relation to automated decision making and profiling:** you have the right nor to be subject to decisions made solely by automated systems where those decisions have a significant effect on you. MacIntyre does not make significant decisions about you based solely on automated processing.

You can find information on what these rights mean on the ICO website.

To exercise your rights, please contact us using the details at the end of this notice.

How to change the way we communicate with you and how to update your details

We may contact you by post about our work and fundraising activities based on our legitimate interests.

We will only send you marketing by email, SMS or phone where you have consented to receive it (for example when signing up for our newsletters), based on our legitimate interests (for example to invite you back to our Golf Fundraiser if you have attended before), to fulfil a contract/agreement you have entered into with us (for example, to send you registration information if you are running in the London Marathon on our behalf) or where permitted by law.

You can opt out at any time for marketing/fundraising communications, just click the 'unsubscribe' link which is at the bottom of any of our marketing/fundraising emails. We'll be sorry to see you go, but it is important that you have this choice.

You can choose how and if we communicate with you. You can change how we communicate with you or the details that we have for you by contacting our communications team.

- Email: hello@macintyrecharity.org
- Phone: 01908 230100

You have the right to ask us to stop using your personal information at any time and if we don't need it for the purpose you provided it to us (i.e. processing a donation or gift aid) we will do so.

Data protection team contact information

You can contact our Data Protection team via email at data.protection@macintyrecharity.org or via our postal address FAO Data Protection Team, MacIntyre, Seebeck House, 1 Seebeck Place, Knowlhill, Milton Keynes, MK5 8FR.

Complaints

If you have any questions regarding data protection or this Privacy Notice or if you are unhappy with how we are processing your data, then please contact the data protection team.

- Email us on data.protection@macintyrecharity.org
- Leave us a message on 01905 230100
- Send us a letter at
    - FAO Data Protection Team
      MacIntyre
      Seebeck House
      1 Seebeck Place
      Knowlhill
      Milton Keynes
      MK5 8FR

Alternatively, if we cannot resolve your concerns then you have the right to complain to the Information Commissioners Office:

- Online at: Make a complaint | ICO
- Telephone: 0303 123 1113

Following links to third party websites

Our website includes links to other websites, which are not owned or managed by us. We won't pass any personal information about you to those websites. We aim to only link to websites that have a good reputation but you will need to read their privacy policies to find out how they use your personal information.

Updating this notice

We may update and change this notice. The latest version will always be on our website and you can reach it through this address https://www.macintyrecharity.org/privacy-policy/

Where appropriate, we will notify you of significant changes to this notice. This notice was last updated in August 2026.