



Privacy Notice for Supporters, Donors and Website Users – The Detail

Introduction

This detailed privacy notice is in addition to our 'Privacy Notice for Supporters, Donors and Website Users – A Quick Guide', and gives further information on exactly what we will do with information about people who support us through fundraising or publicity activities or who use our website; and on our lawful basis for doing so. Please read the 'summary' notice first as this gives important information about our overall approach to your privacy including your data protection rights.

Click on the headings below to take you to the details of how we will use personal information provided by you or gathered by MacIntyre through the website:

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If you use our website

[MacIntyre's website](#) is hosted on servers located in the UK. The site has an SSL (Secure Sockets Layer) security certificate that helps ensure that information transferred between our website and the device you are using to access it is first encrypted to make it difficult for unauthorised people to view that information.

We use an external agency named Grandad Digital for website development, support and hosting. We have a contract in place with Grandad Digital. Their privacy notice can be found here: <https://grandad.digital/privacy-policy/>

Search on our website

Our website search is powered by an application custom-made by our website agency for our website. Search queries are kept anonymously for 60 days to allow us to improve people's ability to find content on our site. The IP addresses of people who use our search function are not collected.

Collecting your personal information

When you visit our website, register as a job applicant, or complete any forms on our website, you may be asked to provide information about yourself. You may also provide personal information to us when you contact us by email, telephone or letter. When you provide personal information to us, we will treat that information in accordance with this Privacy Notice.

Data transferred from you to us via the various forms on our website is protected by our SSL security certificate which first encrypts any data transmitted to reduce the likelihood of interception by a third party. For our forms functionality we use an application custom-made by our website agency for our website, which has been configured to save entries to a database on submission for 60 days. Entries are also saved together with our website back up.

Unless you use an encrypted email system, information sent to us via email may not be protected in transit. We cannot accept any responsibility for data lost while being transferred via insecure incoming email.

Lawful basis

The lawful basis for processing your information if you use our website is our legitimate interests. Please contact us if you would like to find out more about or to challenge our legitimate interests, or if you want MacIntyre to delete your information earlier than the timescales given in this document.

MacIntyre's Privacy Notices

This Privacy Notice applies only to information about people who support us through fundraising or publicity activities or who use our website. MacIntyre has several other Privacy Notices about how we process personal information in other contexts. [Click here](#) to see these other Privacy Notices.



If you contact MacIntyre

General enquiries or 'Contact Us' on website

You can use the Contact Us page on our website to contact us for any reason. The form in use on the page provides the option for you to supply your name, a contact telephone number and email address. We ask for these details in order to allow you to provide us with a preferred method of response.

Alternatively, you can also contact us with general enquiries via telephone, mail, or by email. When you contact MacIntyre, your enquiry – including any personal data you provide – will be passed to whichever department is best placed to help with your enquiry. For example, enquiries regarding job applications will be forwarded to our recruitment team for response, while enquiries relating to donations will be passed to our Fundraising department. This data will be kept and used only by MacIntyre for the purposes of answering your enquiry. A record will be kept detailing what your enquiry is about, along with your contact details. The lawful basis for this processing will be our legitimate interests.

Your personal information will be held for as long as is relevant from when we first received your enquiry. For example:

- If you make an enquiry about one of MacIntyre's specialisms – we will refer you to the relevant contact and will not retain your contact details
- If you make an enquiry about a residential placement we will retain your records for as long as this is being considered
- If you make an enquiry about making a will, particularly if you intend for MacIntyre to be a beneficiary, we will retain this record on our secure fundraising database in order to retain a 'donor history'

In the above examples, if your enquiry has led to no further ongoing relationship with MacIntyre, your data will be securely destroyed. If, during our correspondence with you, an ongoing relationship is established, at this point we will provide further information about any personal information we will need to process, and the length of time for which it will be kept.

All data will be kept securely within the UK throughout this period.

Complaints, compliments or feedback to MacIntyre

MacIntyre's complaints policy and procedure can be found here:

<https://www.macintyrecharity.org/about-us/governance/corporate-documents-financials-and-statements/>

An Easy Read version of this process can be found here: [What are complaints suggestions compliments and feedback - Easy Read | MacIntyre \(macintyrecharity.org\)](#)

We are required by law to record all complaints and how we have handled them, so the lawful basis is legal obligation. We retain these records for 10 years after the closure of the complaint.

To find out about a job

Please see our separate [Privacy Policy for Staff and Job Applicants](#).



If you choose to receive one of MacIntyre's Newsletters

MacIntyre's newsletter 'The Ring'

If you choose to join our postal mailing list, your data will be processed in the following ways:

- All your personal data will be kept securely and within the UK.
- This data will only be used by MacIntyre to keep you updated with relevant information such as:-
 - important changes in law and policy
 - upcoming events
 - resources that affect family carers who have a relative with a learning disability, autism or both.
- We will not sell your information to third party organisations, and we will not share your personal information for other organisations to use in their marketing or fundraising.
- We may use selected reputable companies to provide you with services on our behalf, including delivering postal mail, sending emails and analysing data. We will only provide those companies with the information they need to deliver the relevant service, and we will make sure that your data is treated with the same level of care as if we were handling it directly ourselves, and deleted by such companies as soon as the relevant service is completed.
- The lawful basis for this processing will be our legitimate interests.

MacIntyre will give you the option to unsubscribe in every newsletter sent to you. Alternatively, you can call 01908 230100 or email hello@macintyrecharity.org to unsubscribe at any time. Your data will be deleted within one calendar month from when the request was received.

MacIntyre's email newsletters

If you choose to join our email mailing list, your data will be processed in the following ways:

- This data will only be used by MacIntyre to keep you updated with relevant information such as:-
 - important changes in law and policy
 - upcoming events
 - resources that affect family carers who have a relative with a learning disability, autism or both.
- We will not sell your information to third party organisations, and we will not share your personal information for other organisations to use in their marketing or fundraising.
- We use selected reputable companies to manage our email newsletters. We will only provide those companies with the information they need to deliver the relevant service, and we will make sure that your data is treated with the same level of care as if we were handling it directly ourselves, and deleted by such companies as soon as the relevant service is completed.
- MacIntyre uses two third party companies to process its email newsletters. Dotmailer operates in the USA. You can see their privacy notices here:
 - View Dotdigital's privacy policy <https://dotdigital.com/terms/privacy-policy/>
- The lawful basis for this processing will be your consent.



MacIntyre will give you the option to unsubscribe in every email newsletter sent to you. Alternatively, you can call 01908 230100 or email hello@macintyrecharity.org to unsubscribe at any time. Your data will be deleted within one calendar month from when the request was received.

If you make a donation to MacIntyre or take part in fundraising events

We operate under the lawful basis of legitimate interests to send you communications which may include updates about the way your donations have been spent, our quarterly newsletter, and information about to events we think may be of interest. We will always balance your rights to privacy against our legitimate interests. We will respect your decision to opt-out of any communications and will keep a record of this in order to ensure that we do not contact you in the future.

We will only call you on the phone, or send you emails and text messages, if you have consented to this. You can withdraw this consent at any time.

Donations and Fundraising Events

If you choose to make a donation to MacIntyre via our website, the payment will be processed immediately by Stripe, MacIntyre's online payment processor supplier. One-off or regular donations may also be made direct to MacIntyre's charity bank account with HSBC.

- View Stripe's privacy policy <https://stripe.com/gb/privacy>
- View HSBC's privacy policy <https://www.hsbc.co.uk/privacy-notice/>

In addition MacIntyre uses a number of online platforms for donations, online sponsorship and ticket sales for our fundraising events. Click on the links below to see these platforms' privacy policies:

- JustGiving <https://www.justgiving.com/info/privacy-policy-versions/privacy-policy-v30>
- LocalGiving <https://localgiving.org/privacy-policy>
- The Big Give <https://www.thebiggive.org.uk/s/privacy-policy>
- Nutickets <https://www.nutickets.com/privacy>

MacIntyre is satisfied that these processors' security and data protection measures are compliant with UK data protection law, and this status is reviewed regularly.

During the process of donating to MacIntyre, you may be asked to provide your title, name, address, telephone number, gift aid status, email address and bank account information. These details are required in order to allow our payment processors to process your donation(s), and send you a confirmation email (plus a copy of the direct debit guarantee if you choose to set up a regular payment to MacIntyre). We will also use your address information to send you news and updates about MacIntyre unless you opt out of receiving information in this way. The lawful basis for this processing will be our legitimate interests.

- For one-off donations, your data will only be kept by Stripe for as long as is reasonable and necessary for the act of processing your donation.
- For regular payments, your data may be kept by the payment processor



- MacIntyre will retain a record of your donations indefinitely in order to capture your donor history; please contact us if you object to our retaining this information.
- MacIntyre will retain records of your direct debit instructions for as long as we are processing your donations plus six years, to fulfil our legal obligations.

Information provided to us by our donors will only be used for the purpose of processing donations, and providing information through communication channels that have opted in to. We do not store credit card details, nor do we share the details of our donors with any third parties other than those listed above who are used solely for payment processing.

MacIntyre Lottery

The MacIntyre Lottery is operated under licence as a means of raising funds for the charity. Players can 'buy' one or more numbers to be entered into the monthly draw.

Details held on MacIntyre's fundraising database for each player include: name, address, joining date (and leaving date), allocated MacIntyre Lottery number, annual or monthly payment amounts; dates and amounts won from the MacIntyre Lottery.

In order to process this activity MacIntyre needs to collect details for each of the following payment options:

- 1) Direct debit – bank/building society name, sort code, bank account number. The Direct debit payment is processed by MacIntyre with HSBC Bank
- 2) Standing order - bank/building society name, sort code, bank account number
- 3) Online payment – details collected by Stripe, our chosen payment processor (view Stripe's privacy policy <https://stripe.com/gb/privacy>)

Direct Debit payment details are held in a protected folder on MacIntyre's secure server. For older Standing Order records these details are held in paper format in a locked cabinet at MacIntyre's Central office.

The lawful basis for this processing will be contract.

All winners are contacted in writing by the Fundraising team each month. Winning numbers (not names) are shared on MacIntyre's website and in our printed newsletter The Ring.

All players are contacted at least once a year to thank them for their contribution.

Donation refund policy

If you have made a donation in error please contact our Fundraising team immediately on 01908 230100 or email fund@macintyrecharity.org and they will be able to discuss this with you. .

Gift Aid

If you have donated money to MacIntyre during the past four years, or plan to in the future, completing a Gift Aid form via our website can make a big difference to the value of your donation, as every £1 will be worth £1.25 to MacIntyre.

During completion of our Gift Aid form you will be asked to provide your title, name, telephone number, mobile number, and address, plus confirmation that you are a UK tax payer.



We need your name, address including postcode, and the confirmation that you are a UK taxpayer in order to match your form to your donor information, as well as advise the government that you have registered to add Gift Aid to your donations to MacIntyre, as it will be HMRC that gives MacIntyre the additional 25p for every £1 you donate. The lawful basis for this processing will be our legal obligation to follow gift aid law.

We provide the opportunity for you to let us know your telephone/mobile number(s) and/or email address so that if you opt in to receiving communication from MacIntyre via these methods, we are able to do so. We do not need these details in order to register your Gift Aid declaration; providing them is optional.

Information provided to us by donors completing the Gift Aid form on our website will only be used for the purpose of registering the donor as a Gift Aid donor, and providing information through communication channels that you have opted in to.

Personal data provided when registering for Gift Aid will be held by MacIntyre for seven years after you stop giving by Gift Aid (the standard retention period for financial records). After this time, it will be securely destroyed.

Gifts in Wills enquiries

We welcome enquiries about making a will and gifts in wills. Through the enquiry you will be asked to provide your title, name, telephone number, email address and your postal address. Other than the title and name fields, which we need in order to properly address you in our response, all other personal information fields are optional to allow you to choose the method by which you would like us to respond.

Information provided to us by people completing the Gifts in Wills enquiry form on our website will be used to keep you informed about MacIntyre news and updates, and to respond to any requests for information on leaving money in a Will. Your personal data will be held by MacIntyre until that gift is realised, unless you tell us that you don't want us to; if you tell us this, we will keep some personal data on our database indefinitely for the purpose of suppression lists to ensure that you don't hear from us in the future. The lawful basis for this processing will be our legitimate interests.

London Marathon applications

If you complete the 'Expression of Interest' for a MacIntyre place at the London Marathon on the MacIntyre website, you will be asked to provide some specific details (your title, name, telephone number, date of birth, and address, plus information about your fundraising goals and experience). The lawful basis for this processing will be our legitimate interests.

We need your title, name, and contact information in order to liaise with you about the event and send you your welcome pack, running vest, and other event-specific materials.

We will also use your address information to send you news and updates about MacIntyre unless you opt out of receiving information in this way.

In addition, we provide the opportunity for you to let us know your telephone number and/or email address so that if you opt into receiving communication from MacIntyre via these methods, we are able to do so.



Information provided to us by people completing the London Marathon 'Apply for a place with MacIntyre' form on our website will only be used for the purpose of working with runners interested in running the Virgin London Marathon on behalf of MacIntyre, and providing information through communication channels that have been opted in to.

Personal data provided when applying to run the London Marathon for MacIntyre will be held by MacIntyre until we have sent you a thank you for running on behalf of our charity. This is normally two weeks after the completion of the event. After this point, if you have opted into receiving communications from MacIntyre, your data will be held indefinitely or until you change your communication preferences. If you opt out of receiving updates from MacIntyre we will keep some personal data on our database indefinitely for the purpose of suppression lists to ensure that you don't hear from us in the future.

Other Fundraising Events

If you sign up to an event via MacIntyre's Events page, your registration will be processed by trusted third parties such as NuTickets, a platform designed to let organisations build and manage events. Registrations processed by these third parties are covered by the third party's own Privacy Policy, which we recommend you read (see above under Donations and Fundraising Events for links)..

MacIntyre is satisfied that these platform's security and data protection measures are compliant with UK data protection law. This status is reviewed regularly.

Sharing your personal information

MacIntyre may share your personal information with third parties in the following ways:

- We sometimes use agents and service providers to process personal information on our behalf. For example, we use third parties to process credit card donations and to maintain our website. If you sign up to receive mailings from us, we may use a third party printer or mailing service.
- We will release your personal information when we are required to do so for legal or regulatory purposes or as part of legal proceedings.

We will only provide those companies with the information they need to deliver the relevant service, and we will make sure that your data is treated with the same level of care as if we were handling it directly ourselves, and deleted by such companies as soon as the relevant service is completed.

Links to other websites

MacIntyre's website contains links to third party websites which are not covered by this Privacy Notice. These sites will have their own Privacy Statements, which we encourage you to read.

Use of Cookies

[Click here to view MacIntyre's Cookies Policy](#)

Updates

We may update this Privacy Policy from time to time. Please ensure that you check the Privacy Policy regularly for updates.