

PRIVACY AND COOKIE POLICY

Re-Give's Privacy Policy | V1.21.05.2015

What is this policy for?

Re-Give is committed to protecting your personal information. This privacy policy, together with our terms and conditions (<https://regive.org/content/information-centre/#legal-terms-and-conditions>) and our Cookies Policy (below) set out the basis on which we will process any personal information we collect from you or that you provide to us.

Any questions regarding this site and this privacy policy should be sent to Re-Give or by email to privacy@regive.org.

The topics this Privacy Policy covers are:

- What kinds of information do we collect?
- What might we use your personal information for?
- Will we ever give your information to other organisations?
- What do we do with Direct Debit or Credit Card Information?
- How should you treat any Password?
- Am I safe following Links to Other Party's Websites?
- What may happen if I post or send inappropriate content?
- What may happen if I post or send content that I do not own?
- Where may we store your information?
- How can you access information we hold on you?
- How will you know if this Policy has changed?

What kinds of information do we collect?

When you use our website to ask for or offer money, goods or services, we may collect and process personal information about you. Depending on your activity, this personal information may include the following information only: your financial details, name, email address, postal address, telephone or mobile number or date of birth.

We may also ask you for information when you report a problem with our site.

If you contact us, we may keep a record of that correspondence.

We may ask you to complete surveys that we use for research purposes, although you do not have to respond to them.

We may also collect details of your visits to our site, including but not limited to traffic data, location data, weblogs, and other communication data, whether required for our own administrative purposes or otherwise, and the resources that you access.

By submitting this personal information you enable us to provide the services offered on our website and to connect with you other users of our website.

To help us create a more effective site that reflects users' needs, we may also 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 the purposes of system administration and the reporting of aggregated information. Cookie files and IP addresses will not identify you as an individual. For more information on cookie files and IP addresses read our Cookies Policy (below). By continuing to use our site, you agree to our use of cookies and to the collection of your IP address.

What might we use your personal information for?

We are required by the Data Protection Act 1998 to ensure that any personal information you supply to us is only used for the purpose for which you provided it.

When we request your personal information on this site, if we tell you we will use it for a specific purpose then we will only use it for that purpose.

If we don't tell you we will use it for a specific purpose then we may use it in the following ways:

1. To contact you and to connect you with other users of your site as may be appropriate;
2. To allow you to participate in interactive features on our site, when you choose to do so;
3. To analyse and improve the services offered on our sites by providing you with the most user-friendly navigation experience we can for your computer or other internet device; and
4. With IP addresses, to identify your approximate location, block disruptive use or to establish the number of visits to the site from different countries.

Will we ever give your information to other organisations?

Re-Give will never rent or sell personal information to other organisations.

However, where you have given us permission to contact you we may allow partner organisations access to some of your personal information so they can contact or provide services to you on our behalf. A partner organisation includes, among others, our bank, credit and debit card payment processors and third party verifiers.

We may disclose your personal information to third parties if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms and conditions (<https://regive.org/content/information-centre/#legal-terms-and-conditions>) and other agreements; or to protect the rights, property or safety of Re-Give, or our other users. This includes exchanging information with other companies and organisations for the purposes of fraud protection and prevention of money-laundering and other serious crime.

What do we do with Direct Debit or Credit Card Information?

To ensure the maximum level of security is applied to your financial information, this entire site is encrypted used SSL (Secure Sockets Layer).

Credit card and bank detail information will not be retained on our web servers but will instead be transferred to a secure database (for the purpose of collecting and recording payments).

However, please note that the transmission of information via the internet is never completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of your data transmitted to our site.

Any transmission is therefore at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

How should you treat any password?

Where we have given you (or where you have chosen) a password which enables you to access certain parts our site, you are responsible for keeping the password confidential. You agree not to share that password with anyone else.

Am I safe following Links to Other Party's Websites?

This website may include links to other sites, not owned or managed by Re-Give. Whilst we try our best to only link to reputable websites we cannot be held responsible for the privacy of data collected by sites not managed by Re-Give, nor can we accept responsibility or liability for those policies. For this reason you should consult the privacy policy on any external website you link to before you submit any data to those websites.

What may happen if I post or send inappropriate content?

If you post or send any content that we believe to be inappropriate or content in breach of any laws, such as defamatory content, we may use your personal information to inform relevant third parties such as your internet provider or law enforcement agencies.

What may happen if I post or send content that I do not own?

We have the right to disclose your identity to any third party claiming to own any content that you posted.

Where may we store your information?

Re-Give may for financial or technical reasons from time to time need to use the services of an Internet Services Provider located outside of the European Economic Area. However, Re-Give will ensure that your personal information will be held by those Internet Service Providers in compliance with European data protection regulations. By submitting your personal information, you agree to this transfer, storing or processing at a location outside the European Economic Area. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

How can you access information we hold on you?

You may request a copy of any personal information that Re-Give has about you. You can do this by sending an email to privacy@regive.org. Re-Give does not make a charge for supplying this information and will reply within 40 days of receipt of your request. It will help us to locate your records more easily if you can tell us something about the nature of your contact with Re-Give. Re-Give reserves its right to lawfully charge a fee of up to £10 for each subject access request. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

How will you know if this Policy has changed?

We reserve the right to make changes to this Privacy Policy. Each time you visit this site you should check this Privacy Policy to check that no changes have been made to any sections that are important to you. Where appropriate, any changes will be notified to you by email.

What is a cookie?

A cookie is a small file that is sent to your computer or mobile phone which contains information that allows us to recognise that you have used our website before. A cookie typically contains:

- The name of the server the cookie was sent from
- The lifetime of the cookie
- A unique identifier (usually a number)

Our website server sends the cookie and uses this number to recognise you when you return to a site or browse from page to page. Only the server that sends a cookie can read it, and therefore use, that cookie. This file is stored on your computer's (or phone's) hard drive. All websites can send a cookie to your browser if your browser settings allow it. Many websites do this to track on-line traffic flow.

Cookies can be categorised from their life span:

- Session or temporary cookies: these cookies expire when you close your browser or when the session times out.
- Persistent or permanent cookies: these are usually stored on your hard disk and survive across multiple sessions but do have an expiration date.

When you visit the Re-Give website, the pages that you see, together with a cookie are downloaded to your device. This is a common practice on websites, because it allows website publishers to find out (amongst other things) whether the website has been visited before.

How does Re-Give use cookies?

Re-Give uses cookies for statistical purposes to track: (a) how many unique visitors we have to our website; (b) how often you visit; (c) your visit to the different pages including the sequence of the pages you view and the time spent on each page; (d) your activity on our website; and (e) your login details. The cookies used at (e) will expire on the earlier of: 60 minutes after you input the details to our website or when you close your browser.

How to control or delete cookies

If you do not want cookies to be stored on your PC it is possible to disable this function within your browser without affecting your navigation around the site.

- In Internet Explorer, click on Tools, click on Settings, click on the Privacy tab and then use the slider bar to choose the level of privacy you want.
- In Firefox, click on Tools, click on Options, click on Privacy, click on the Cookies tab and choose your level of privacy.
- For other browsers, [click here](http://allaboutcookies.org) to visit allaboutcookies.org

However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies as soon as you visit our site.

Except for essential or necessary persistent cookies, all cookies used by us will expire when you close your browser.

Use of Google Analytics

Re-Give uses Google Analytics to analyse the use of its website. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on your computer. The information generated relating to our website is used to create reports about the use of the website. Google will store and use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google.

Google's privacy policy is available at:

<http://www.google.com/privacypolicy.html>

Information about Google Analytics is available at:

<http://www.google.co.uk/intl/en/analytics/privacyoverview.html>.

It is possible to opt out of being tracked by Google Analytics across all websites you visit at:

<http://tools.google.com/dlpage/gaoptout>.