

Partner West Africa Privacy Statement

1. How your data is collected

1.1 Who collects your data

Partner West Africa and/or VWA Volunteer West Africa is responsible for collection of your data for the purposes of responding to your email/online enquiries, processing and responding to volunteer applications, or sending you email updates about our work and services. In many cases, such as our website or donation/payment systems, all data collection is managed by a third party, who have been employed by Partner West Africa and/or VWA Volunteer West Africa. When your data is collected by a third party in this way, those third parties are legally bound to process your data only for the purposes explicitly set out by Partner West Africa and/or VWA Volunteer West Africa.

Your information may be shared with us by charitable giving sites or payment service providers, for example JustGiving or Paypal, if you have specifically consented to allow your data to be shared with Partner West Africa and/or VWA Volunteer West Africa in this way by opting-in to this privacy statement by using our services.

Depending on your settings or the privacy policies for social media and messaging services, you might give us permission to access information from those accounts or services. For example, if choosing to register for an activity using a 'Sign up with Facebook' link, Facebook may share information such as your name and email address with us.

If you apply for a job with us online or via email your personal data will be collected and processed by a senior manager, and can be deleted at your request. Your information will not be used for any purpose other than processing and managing your job application, and for internal reporting on our recruitment processes. Only people involved in the recruitment process for the role you apply for will have access to your personal data, and we are committed to securing your personal information in line with the measures explained in this privacy policy.

1.2 What data Partner West Africa and/or VWA Volunteer West Africa collects

In most circumstances, Partner West Africa and/or VWA Volunteer West Africa will only ask for your name and contact details (plus payment details if you are donating or additional information if you are applying to volunteer with us). If you are applying to volunteer with us, we will ask for additional information where it will help us establish your suitability to volunteer, such as your criminal background history, your medical history, and information pertaining to your skills and motives. This information will only be used by personnel involved in processing your application and managing your time with us as a volunteer.

Partner West Africa and/or VWA Volunteer West Africa will also collect information such as your Internet Protocol (IP) address for monitoring and improving the effectiveness of our website services as well its security.

We do not supplement your data with other publicly and commercially available information, regardless of whether it meets GDPR standards. This includes information such as your parliamentary constituency, estimations of your wealth or potential interest in legacy giving.

We will only collect sensitive personal data where absolutely necessary and with your explicit consent. All data collected by Partner West Africa and/or VWA Volunteer West Africa will be retained only for an appropriate length of time, defined by our legal requirements and operational needs, and will be securely archived or deleted after this time.

1.3 Cookies

Cookies are small files that are downloaded onto your computer (or your mobile phone) from websites that you visit. Cookies contain information that allows websites to recognise that you have used the site before.

We use cookies, like most websites, to help us provide you with the best experience when you visit our site. Some cookies are crucial to the smooth running of our website – for example our donation pages rely on them. Other cookies allow us to understand (by using tools like Google Analytics) how visitors are interacting with our website, so that we can improve it.

We also use cookies to ensure that any investments we make in online advertising are as cost-effective as possible, by tracking how well individual adverts perform. These cookies are issued by third party service providers that we have assessed as secure. From time to time, we will display adverts on other websites to people who have visited our website before, and the technology behind these adverts is also based on cookies. These cookies, as with all others we use, do not contain information that can personally identify you.

This website also uses Google Analytics Advertising Features to enable us to better understand the interests of our audience and to tailor our communications be more relevant to you. You may see Partner West Africa and/or VWA Volunteer West Africa listed in locations such as in search results or on the Google Display Network.

If you do not wish to see these adverts, you can:

- opt out of Google's use of cookies through [Google's Ads Settings](#)
- refuse the use of cookies by downloading and installing [Google Analytics Opt-out Browser Add-on](#).

This website may also use 'live chat' services, to allow representatives from Partner West Africa and/or VWA Volunteer West Africa or other trusted partners to offer you

assistance or the opportunity to engage with Partner West Africa and/or VWA Volunteer West Africa in a manner relevant to you. These services may involve the use of cookies and the transfer of information about your site navigation, such as your IP address, to secure networks owned by these partners for the purposes of storage and analysis. This information will only be used for the purposes authorised by Partner West Africa and/or VWA Volunteer West Africa of administering these live chats.

All browsers allow you to control which cookies you accept and which you delete. You will usually find these settings under the 'Preferences' or 'Tools' menu of your browser. For more information about cookies, please see www.allaboutcookies.org.

2. How your data is kept secure

2.1 What Partner West Africa does to keep your data secure

Partner West Africa and/or VWA Volunteer West Africa uses industry-standard tools, such as firewalls and Secure Socket Layers, to safeguard the confidentiality of your personally identifiable information. We make every effort to protect against the loss, misuse and alteration of the information under our control.

In addition, we always use a secure connection when collecting personal financial information from you and conform to PCI standards. All forms which request credit card or bank details use the SSL (Secure Sockets Layer) protocol for encryption. Most web browsers (e.g. Microsoft Explorer, Mozilla Firefox, Safari, Google Chrome, etc.) support SSL. The link between your web browser and the server is secure if your web browser displays a small padlock or key symbol somewhere in the frame, or the address bar shows a web address beginning https:// (rather than http://)

We endeavour to keep all supporter data inside the European Economic Area (EEA), and ensure that any time data is transferred outside the EEA exactly the same provisions on data security and processing are applied.

2.2 Who has access to your data

Partner West Africa and/or VWA Volunteer West Africa will never sell your data to any other organisation. Partner West Africa and/or VWA Volunteer West Africa also never shares or swaps your data with another organisation unless we have made it obvious up front (e.g. for the purpose of handing in a petition to the government). In order to keep our administrative costs low so more of our supporters' money goes towards our campaigns, we do employ some third parties to process data such as to handle donation payments or fundraise for us. In all these cases these third parties only have access to the data they need to handle the process and do not have permission to use it for any other purposes. We may also share anonymised (or 'hashed') versions of your data with partners such as social media providers for the purposes of helping achieve our campaigning and fundraising aims, by delivering personalised content to existing supporters and identifying similar audiences. You may opt out of such data sharing at any time by contacting us using the details at the bottom of this policy.

Within Partner West Africa and/or VWA Volunteer West Africa, only those authorised to process your data can access your data. We work hard to ensure our staff and volunteers can only see the data they need to perform their tasks. All such staff are trained to understand data protection and what they need to do to keep your data secure.

3. How we use your data

Partner West Africa and/or VWA Volunteer West Africa uses your data in a variety of ways which include the following:

- Providing you with information or products that you have requested from us.
- Processing donations and joining fees received from you.
- Making enquiries or informing you about your interactions with us (e.g. resolving issues with Direct Debits, or informing you of changes to events)
- Responding to any complaints from you.
- Offering you ways to fund our work.
- Inviting you to campaign or volunteer with us.
- Keeping you updated on our work.
- Informing you of volunteering opportunities.
- Inviting you to participate in surveys or research.
- Reviewing records such as for financial audits.
- Analysing and refining our advertising, campaigning and other operations to increase our effectiveness and lower our costs.
- Monitoring your information to prevent fraud.
- Working with authorities in cases of fraud or criminal investigations.

In order to do some of these tasks we may build up a profile of you based on the interactions you have had with Partner West Africa and/or VWA Volunteer West Africa. Such profiling may include details of your past engagement with Partner West Africa and/or VWA Volunteer West Africa together with information gathered from sources detailed elsewhere in this Privacy Policy, and may be carried out either by Partner West Africa and/or VWA Volunteer West Africa or by a trusted partner. For example, in deciding who to email about a new gender equality volunteer programme, we might look at which supporters have expressed a relevant interest in the past and which supporters have the relevant skills for such a programme. This enables Partner West Africa and/or VWA Volunteer West Africa to most effectively target relevant information and appropriate requests for our services. This does not affect any of your rights or limit you in how you can get involved with us and our campaigns or volunteering opportunities. You may opt out of profiling at any time by contacting us using the details at the bottom of this policy.

4. How Partner West Africa will communicate with you

For any marketing communications about our campaigning, fundraising or volunteering in the first instance we will contact you via email if we have your consent to do so. We may send you marketing materials through mail or via phone if we have your consent or

we believe you would be interested in our campaign, unless you have expressed a preference not to receive such content. We will send those with a regular payment to us a copy of our newsletter.

To respond to your queries we will contact you either via the medium you used to contact us or by any other medium you have provided for this reason. If we need to contact you for any administrative purposes then we will usually email you or call you depending on what contact details we have available for you.

4.1 How you can affect the way Partner West Africa communicates with you

The first time you donate, apply to volunteer, or submit an enquiry with Partner West Africa and/or VWA Volunteer West Africa, you will need to provide a suitable method of contact. We will use any method of contact you provide to communicate with you, and should you need to change this method of contact please let us know by using the contact details at the bottom of this statement.

You can unsubscribe from our newsletter emails at any time through the unsubscribe link at the end of those emails, and stop seeing any social media advertising through settings on those sites.

The Fundraising Regulator, an independent body which regulates fundraising practices, also operates the Fundraising Preference Service (FPS) which you can use to indicate which non-profit organisations you would no longer like to hear from.

5. How Partner West Africa protects children's privacy

The safety of children is very important to us. No information should be submitted or posted to Partner West Africa and/or VWA Volunteer West Africa by children under the age of 16 without prior parental/guardian consent. If you are aged under 16, please ensure you obtain your parent/guardian's consent before sending any personal information to this website.

All applicable laws are followed with respect to data collection from children. Where we have date of birth information, we will not share data collected from children with any third parties at any time under any circumstances.

Parents and guardians should be aware that owing to the nature of our campaigns, images posted on the Partner West Africa and/or VWA Volunteer West Africa website may be considered unsuitable for children under the age of 13.

6. How to find out more or make a complaint

Partner West Africa and/or VWA Volunteer West Africa operates in accordance with all relevant UK data protection laws. If you would like to find out more about these laws and

how you could be affected beyond what is mentioned in this privacy policy, please visit the [Information Commissioner's Office](#).

You have a right to ask for a copy of the information we hold about you, which Partner West Africa and/or VWA Volunteer West Africa will supply to you within one month. Partner West Africa and/or VWA Volunteer West Africa will ask for proof of identity, and may charge a fee should any request be unusually complex or time-consuming. If you have any specific questions about how Partner West Africa and/or VWA Volunteer West Africa processes your data which are not answered here or you would like to make a complaint about how we have managed your data then please either write, call or email us via the details below.

Sandy Craig
Trustee
Partner West Africa

Email: sandy.craig@partnerwestafrica.org

If you are not satisfied with our response to your enquiry then you can contact the Information Commissioner's Office directly via the details on their [website](#).

7. Changes to this policy

Our Privacy Policy may change from time to time. The amended version will be published on our website and any significant changes will be communicated to supporters either on the website or directly.

This will replace any previous privacy policy wording and all conditions and terms of use will be in force from the date of publication.

Last updated: 26th July 2018