

Support Street is committed to protecting and respecting your privacy

The following page explains when and why we may collect your personal data, how we keep it safe, any situations when we may share it with others and how you can ensure your rights are being met in relation to your data.

If you have any questions or would like further clarification, then please contact us at developer@supportstreet.org

Who Are we?

We're Support Street. Our aim is to make electronic face-to-face donations as simple as possible.

How do we collect data about you?

We obtain information about you in several ways.

Information you supply to us.

For example, when registering or making a donation you may supply us with your name, address and email address. You may also choose to provide information about your tax status so that gift aid can be claimed.

Information our website automatically collects about you.

When you visit our website, we may automatically collect information including the following:

- Technical information, including a truncated and anonymised version of your Internet protocol (IP) address, browser type and version, operating system and platform;
- Information about your visit, including what pages you visit, how long you are on the site, how you got to the site (including date and time); page response times, length of visit, what you click on, documents downloaded and download errors.

Information we receive from third-parties.

When you make a donation, we only receive limited information (email, post code and if applicable the last 4 digits of your card number) from our payment processor, we do not collect or process any other of your credit/debit card details. We're currently using Stripe as our payment processor, you can find out how Stripe uses and processes your data here: stripe.com/gb/privacy

What data do we collect?

The personal information we collect, store and process may include:

- Your name;
- Postal address;
- Email address;
- Your tax status;
- Information regarding your activities on our website and the device used to access it, for instance your IP address and geographical location;

We will always do our best to make it clear the reasons why we are collecting this information and what it will be used for.

How is my information used?

We use your information to allow us to provide you with our service, to send you communications and to make our service better.

Our Service

Your information is used to allow us to process your donations and when appropriate, to facilitate Gift Aid claims.

Communications

We may contact you in the following circumstances:

Type	How do I opt-out?
Marketing communications. We may contact you to inform you about improvements or changes in the service we provide.	We will only send you this type of communication if you have explicitly given us your consent to do so. You may opt out at any time by clicking the unsubscribe link at the end of our marketing emails.
Communications we're required to provide you by law. For example donation receipts, Gift Aid information or notices about data breaches	As long as you're using our service then we legally have to provide you this data. Please contact us to delete your account if you no longer want to receive this information.

Service Improvement

By understanding how you use our service, we can improve it. Collecting data about your visits allow us to achieve this.

Who has access to my information?

For the sake of facilitating donations and Gift Aid claims our member charities will have access to the following data as applicable:

- Your name;
- Postal address;
- Email address;
- Your tax status;
- The last 4 digits of your card number.

We also may disclose your information if required by law, requested by law enforcement authorities or to enforce our legal rights, such as pursuant to a subpoena or to HMRC when you claim Gift Aid.

Lawful Processing

Data protection law requires us to rely on one or more lawful grounds to process your personal information. We consider the following grounds to be relevant.

Specific Consent

Where you have provided specific consent to us using your personal information in a certain way, such as to send you email marketing communications.

Legal Obligation

Where necessary so that we can comply with a legal or regulatory obligation to which we are subject, for example where we are ordered by a court.

Legitimate Interests

Where it is reasonably necessary to achieve our or others' legitimate interests (as long as what the information is used for is fair and does not duly impact your rights).

What are my rights?

Support Street recognises that your personal data belongs to you.

If you decide you no longer want to receive marketing communication emails from us then you can unregister by clicking the link at the end of each email we send.

Additionally you can also:

- Ask us for a copy of the information we have about you.
- Ask us to correct any incorrect data we have about you.
- Ask us to delete any or all of your data.
- Ask for your data in a common, machine-readable format.
- Register an objection to any processing we do on the basis of legitimate interests.
- Ask us to restrict the processing of your data.