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Privacy Statement:

"The Red Balloon Family Foundation [RBF], in all aspects of its governance and activity, is committed to ensuring that all personal data collected about service users and other individuals is collected, stored and processed in accordance with the General Data Protection Regulations [GDPR] and the provisions of the Data Protection Act 2018 [DPA]. This policy applies to all personal data, regardless of whether it is in paper or electronic format and is compliant with guidance and applicable codes of practice published by the Information Commissioners Office [ICO]."

Privacy Policy

1. The following table explains the types of data we collect and the legal basis, under current data protection legislation, on which this data is processed:

Purpose	Data (key elements)	Basis
Enquiring about our organisation and its work	Name, email, message	Legitimate interests - it is necessary for us to read and store your message so that we can respond in the way that you would expect.
Subscribing to email updates about our work	Name, email	Consent - you have given your active consent.
Making a donation	Name, email, address, payment information	Legitimate interests - this information is necessary for us to fulfil your intention of donating money and your expectation of receiving a confirmation message.
Signing up to an RBF activity	Name, email, address, contact numbers, dates of birth, allergy/medical information, payment information, image/travel consents	Contract - by registering for an activity you have entered into a contractual relationship with us
Website functionality	Website activity collected through cookies	Legitimate interests - it is necessary for us to store a small amount of information, usually through cookies, to deliver functionality that you would expect, such as remembering the contents of your order before you have fully completed the process.

2. We will only use your data in a manner that is appropriate considering the basis on which that data was collected, as set out in the table at the top of this policy. For example, we may use your personal information to:
 - 2.1 reply to enquiries you send to us;
 - 2.2 handle donations or other transactions that you initiate;
 - 2.3 where you have specifically agreed to this, send you marketing communications by email relating to our work which we think may be of interest to you.

 3. We will only pass your data to third parties in the following circumstances:
 - 3.1 you have provided your explicit consent for us to pass data to a named third party;
 - 3.2 we are using a third party purely for the purposes of processing data on our behalf and we have in place a data processing agreement with that third party that fulfils our legal obligations in relation to the use of third party data processors; or
 - 3.3 we are required by law to share your data.
- In addition, we will only pass data to third parties outside of the EU where appropriate safeguards are in place as defined by Article 46 of the General Data Protection Regulation.
4. We take the principles of data minimisation and removal seriously and have internal policies in place to ensure that we only ever ask for the minimum amount of data for the associated purpose and delete that data promptly once it is no longer required.

 5. You have a range of rights over your data, which include the following:
 - 5.1 where data processing is based on consent, you may revoke this consent at any time and we will make it as easy as possible for you to do this;
 - 5.2 to ask for rectification and/or deletion of your information;
 - 5.3 to access your information;
 - 5.4 to lodge a complaint with the Information Commissioner if you feel your rights have been infringed;

A full summary of your legal rights over your data can be found on the Information Commissioner's website here: <https://ico.org.uk/>

If you would like to access the rights listed above, or any other legal rights you have over your data under current legislation, please get in touch with us at office@rbf.org.uk

Please note that relying on some of these rights, such as the right to deleting your data, will make it impossible for us to continue to deliver some services to you. However, where possible we will always try to allow the maximum access to your rights while continuing to deliver as many services to you as possible.

6. A cookie is a small file of letters and numbers that is downloaded on to your computer when you visit a website. Cookies are used by many websites and can do a number of things, e.g., remembering your preferences, recording what you have put in your shopping basket, and counting the number of people looking at a website.

Where cookies are used to collect Personal Data, we list these purposes in section 1 above, along with other Personal Data that we collect. However, we also use some cookies that do not collect personal information but that do help us collect anonymous information about how people use our website.

The cookies that RBF uses on www.rbf.org.uk and other websites that RBF maintains are laid out below:

Cookie Name	Duration	Purpose
ForceFlashSite	Session (e.g., just while you are looking at the site)	When viewing a mobile site (old mobile under m.domain.com) it will force the server to display the non-mobile version and avoid redirecting to the mobile site
hs	Session	Security
smSession	Persistent (Two days or two weeks)	Identifies logged in site members
XSRF-TOKEN	Session	Security
svSession	Persistent (Two years)	Identifies unique visitors and tracks a visitor's sessions on a site
SSR-caching	Session	Indicates how a site was rendered
smSession	Persistent (Two weeks)	Identifies logged in site members

7. In order to provide services to the families and organisations RBF supports, we make use of a variety of systems to make sure our operations run smoothly and are easy to access. RBF has ensured all of these organisations have Data Protection and Privacy Policies at least as rigorous as its own, which you can review per the below:

7.1 Our friends at Clubsbuddy who look after a large amount of RBF's data have their own Privacy Policy which you can review to see exactly how yours and your child's data is stored here: <https://www.clubsbuddy.com/privacy-policy/>. We also collect some data using the JotForm system whose Privacy Policy can be found here: <https://www.jotform.com/privacy/>

7.2 We use Intuit to process financial information and collect/receive payments for some of the services that RBF provides. Their privacy policy is available here: <https://quickbooks.intuit.com/eu/privacy-policy/>

7.3 Finally, we use a number of payment providers in order to process card transactions and other payments made to RBF. Their various privacy policies are provided below for your reference:

- PayPal: <https://www.paypal.com/uk/webapps/mpp/ua/privacy-prev>
- PaySafe: <https://www.paysafe.com/uk/paysafegroup/privacy-policy/>
- Stripe: <https://stripe.com/gb/privacy>
- GoCardless: <https://gocardless.com/privacy/>