



MS Together Data Protection and Privacy Policy

Date ratified: 01/12/24

Date last reviewed: MAS 04-12-24

1. Introduction

At **MS Together**, we are committed to protecting and respecting your privacy. This **Data Protection and Privacy Policy** explains how we collect, use, store, and protect your personal information in accordance with the **General Data Protection Regulation (GDPR)** and other applicable data protection laws.

We take our responsibility to protect your personal data seriously and will ensure it is used only for the purposes outlined in this policy. By interacting with us (whether through our website, events, donations, or other services), you agree to the practices described in this policy.

2. Purpose of This Policy

This policy aims to:

- Inform you about how we collect, store, and process your personal data.
- Ensure that we comply with data protection laws, particularly GDPR.
- Outline your rights and how you can manage your data.

3. Data We Collect

We may collect and process the following types of personal data:

- **Personal Identification Information:** Name, address, email address, phone number, etc.
- **Donation Information:** Details about donations you have made to MS Together, including payment methods, amounts, and frequency.
- **Event Participation Information:** If you register or attend an event, we may collect your details to facilitate your participation.
- **Communication Preferences:** Information about how you prefer to be contacted (e.g., email, phone, postal mail).
- **Employment and Volunteering Information:** If you apply for a role or volunteer with us, we collect information such as your CV, references and application details.
- **Website Usage Data:** Information about your use of our website, including cookies, IP addresses, and browsing activities.

4. How We Collect Your Data

We collect personal data in the following ways:



- **Direct Interactions:** When you provide us with personal data through interactions such as donating, subscribing to newsletters, volunteering, attending events, or filling out forms on our website.
- **Automated Technologies:** We may collect technical data about your device, browsing actions, and patterns when you visit our website or interact with us digitally (e.g., via cookies).
- **Third-Party Providers:** We may receive personal data from third parties (e.g., fundraising platforms, event sponsors, or payment processors).

5. How We Use Your Data

We use your personal data for the following purposes:

- **To Process Donations and Payments:** To process and acknowledge your donations or payments, provide receipts, and send thank-you notes.
- **To Provide Services:** To carry out our charitable work, including organizing events, support services, and managing volunteer opportunities.
- **To Communicate with You:** To send you updates, newsletters, and marketing communications (only if you have opted-in).
- **To Comply with Legal Obligations:** To comply with legal obligations such as tax reporting, financial audits, or regulatory requirements.
- **To Improve Our Services:** To understand how people interact with our website and improve our services.

6. Sharing Your Data

We do not sell your personal data. However, we may share your personal data with the following parties when necessary:

- **Service Providers:** Third-party companies that provide services such as payment processing, event registration, email marketing, and IT support.
- **Professional Advisors:** Legal and financial advisors who assist us with compliance and financial matters.
- **Legal and Regulatory Authorities:** If required by law, we may disclose your personal data to comply with legal obligations or protect our rights.
- **Fundraising Platforms:** If you donate through a third-party platform, we may receive your details in accordance with their privacy policies.

All third-party processors are required to protect your data in line with this policy and GDPR.

7. Retention of Your Data

We will retain your personal data only for as long as necessary to fulfil the purposes outlined in this policy or as required by law. For example:

- **Donation Records:** We will keep your donation records for a minimum of 7 years to comply with tax and financial regulations.
- **Event and Volunteer Information:** We will retain your data for the duration of your participation in events or as long as you are an active volunteer.

Once the data is no longer required, we will securely delete or anonymize it.



8. Your Rights

You have the following rights under data protection law:

- **Right to Access:** You can request access to the personal data we hold about you.
- **Right to Rectification:** You can ask us to correct any inaccuracies in your data.
- **Right to Erasure:** You can request the deletion of your personal data, subject to certain conditions.
- **Right to Restriction of Processing:** You can request the restriction of processing your data under certain circumstances.
- **Right to Data Portability:** You can request a copy of your data in a structured, commonly used, and machine-readable format.
- **Right to Object:** You can object to processing for certain purposes, such as direct marketing.
- **Right to Withdraw Consent:** If we rely on your consent to process your data, you have the right to withdraw that consent at any time.

To exercise these rights, please contact us at hello@mstogether.org. We will respond to your request within 30 days.

9. Security of Your Data

We take the security of your personal data seriously. We implement appropriate technical and organizational measures to protect your data from unauthorized access, use, disclosure, alteration, or destruction. These measures include:

- Encryption of sensitive data (e.g., payment details).
- Secure access controls and staff training on data security best practices.

10. Cookies and Tracking Technologies

Our website uses cookies to improve user experience and collect information about how you use our site. Cookies are small data files stored on your device, which help us remember your preferences and provide personalized content.

You can control cookie settings through your browser settings. Please note that disabling cookies may affect the functionality of our website.

11. Changes to This Policy

We may update this policy from time to time to reflect changes in legal requirements, business practices, or technology. When we make significant changes, we will notify you through our website or directly via email.

12. Contact Us

If you have any questions or concerns about this policy or how we handle your personal data, please contact us at:

MS Together Policy

MS Together

Email: hello@mstogether.org

Postal Address: 8 City Road, Worsley, Manchester, M28 1BD

