

Privacy policy

Helpful information

At The Westie Rescue Scheme Limited (“we”, “us” or “our” for short) we are committed, not only to providing you with unbeatable service, but also to protecting your personal information.

Your personal information (also called ‘personal data’) is the information which identifies you as an individual that we get from you. Under the data protection legislation specific obligations are placed on us in the way we handle this type of information and the aim of this privacy policy is to let you know what personal information we collect from you when you purchase merchandise or services from us, or engage with us as a friend, volunteer, donor, sponsor or adopter, when you use our website and when you contact us, how we store and use it, and how you can access and manage this information.

Your personal information may be stored online and therefore we take steps to ensure that our systems are well protected.

So, what personal information do we collect about you?

We collect the personal information requested by our application and contact forms together with any comments or remarks that you may provide may send to us. We may also keep a record of references received from third parties and of any other correspondence or communication between you and us, whether written, e-mailed, or as a result of visits or telephone calls.

Like most websites, we use "cookies" in our main website - small text files that are saved to your computer.

We will (unless it's impractical) tell you, if we obtain and store information from any other source and also how we intend to use it in accordance with this privacy policy.

Whilst we take steps to protect user privacy, no data transmission over the internet can be entirely secure. We therefore do not guarantee the security of personal information that you send to us, or your use of the site. Any personal information you do send is at your own risk but once we receive it we use strict procedures to safeguard it.

Our website may include links to third-party websites (including PayPal, Worldpay, Unity Lottery and memory Giving), plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

How do we use your personal information?

Data protection law requires us, as controller for your data:

- to process your data in a lawful, fair and transparent way;
- to only collect your data for explicit and legitimate purposes;
- to only collect data that is relevant, and limited to the purpose(s) we have told you about;
- to ensure that your data is accurate and up to date;
- to ensure that your data is only kept as long as necessary for the purpose(s) we have told you about;
- to ensure that appropriate security measures are used to protect your data.

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- Identity Data includes:- title, first name, last name, username.
- Contact Data includes:- billing address, delivery address, email address, telephone numbers.

- Financial Data includes:- payments via banks, payments details by card but NOT THE CARD DETAILS, gift aid registration.
- Transaction Data includes:- details about payments to and from you and other details of merchandise and services you have purchased from us.
- Technical Data includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.
- Profile Data includes:-your username and password, purchases or orders made by you, your preferences, feedback and survey responses.
- Usage Data includes:- information about the products and services you use.
- Marketing and Communications Data includes your preferences in receiving marketing from us and your communication preferences.

We do not collect any Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data).

Where we need to collect personal data by law, or under the terms of an agreement we have with you and you fail to provide that data when requested, we may not be able to deliver services to you (for example, to provide you with merchandise or services). In this case, we may have to cancel our agreement with you but we will notify you if this is the case at the time.

- We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
To register you as a customer, volunteer, sponsor, donor or friend of Westie Rescue Scheme	(a) Identity (b) Contact	Performance of a contract with you
To process and deliver your order/services to you including: (a) manage payments, fees and charges (b) processing donations, sponsorships and gifts (c) collect and recover money pledged or owed to us	(a) Identity (b) Contact (c) Financial (d) Transaction (e) Marketing and Communications	(d) Performance of a contract with you (e) Necessary for our legitimate interests (to recover debts due to us)
To manage our relationship with you which will include: (f) Notifying you about changes to our terms or privacy policy (g) Asking you to leave a review or take a survey (h) To ensure the health and safety of any dogs that are in your care or possession (i) Keep in touch with you	(j) Identity (k) Contact (l) Financial (m) Transaction (n) Profile (o) Marketing and Communications	(p) Performance of a contract with you (q) Necessary to comply with a legal obligation (r) Necessary for our legitimate interests (to keep our records updated and to study how individuals use our services)

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
regarding your donations or sponsorship		
To administer and protect our charity and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	(s) Identity (t) Contact (u) Technical	(v) Necessary for our legitimate interests (for running our charity, provision of administration and IT services, network security or to prevent fraud) (w) Necessary to comply with a legal obligation
To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the marketing we serve to you	(x) Identity (y) Contact (z) Profile (aa) Usage (bb) Marketing and Communications (cc) Technical	Necessary for our legitimate interests (to study how individuals use our /services, to develop them, to grow our strategy and to inform our fundraising strategy)
To use data analytics and training to improve our website, services, marketing, fundraising, customer relationships and experiences	(dd) Technical (ee) Usage	Necessary for our legitimate interests (to define types of customers for our services, to keep our website updated and relevant, to develop our business and to inform our fundraising strategy)
To make suggestions and recommendations to you about services or events that may be of interest to you	(ff) Identity (gg) Contact (hh) Technical (ii) Usage (jj) Profile	(a) Consent (b) Necessary for our legitimate interests (to develop our products/services and grow our business)

You must let us know if your mobile phone number or email address changes so that we can keep this information up to date.

Please note that we reserve the right to access and disclose individually identifiable information to comply with any applicable laws and lawful government requests, to operate our systems properly, to protect both ourselves and our users.

If you have consented to us sending you our charity information...

...you may opt out at a later date. You have a right at any time to stop us from contacting you for information purposes eg the “News Letters” Subscription Reminders .

If you no longer wish to be contacted for information purposes please get in touch with us.

How can you find out what personal information we hold about you?

Just ask us! You are entitled to see the personal information that we hold about you at any time. (If you write to, email or phone us and ask to see this information, it is known as a ‘subject access request’ or ‘SAR’ for short) You can do so by:

- telephoning us on 0300 330 1494 (free from most landlines);

- Contact us through our westierescuescheme.org.uk – Contact and complete the form provided there;

Even if you don't want a copy of your personal information, you can still contact us to check that the personal information that we hold is accurate, or to let us know of any changes to your personal information. We always try to ensure that the information that we hold is accurate, up to date and relevant. We'll be more than happy to make changes or to correct any inaccuracies.

What if we update our privacy policy?

We do keep our privacy policies under regular review so please do check each time you use the site.

You'll be able to read about any updates on this page - as soon as they happen.

If you have any questions or if you feel that we are not complying with the terms of this privacy policy please do contact us through westierescuescheme.org.uk – Contact and complete the form provided there.

Phone calls: Calling us on a 0300 330 1494 number is normally free when you call from a landline but charges may vary if you use a mobile. Calling us on an 0300 number will cost you no more than 01 or 02 numbers from landlines or mobiles. If you get 'inclusive minutes' with your package, calls on an 0300 number will be part of these.

Friendship cancellation

You may cancel your friendship at any time by written request via post too, Hon Secretary, Mrs L Banham, 5 Georgina Court, Bolton, BL3 3RD. or email wrs.secretary@westierescuescheme.org.uk, telephone 03003301494 (free from most landlines).

However we shall retain all records of any financial transaction between you and the charity for the statutory period of time, normally 6 years from the year ending the last transaction.