



# Privacy Policy

## Scope

This policy sets out what we do with colleague, volunteer and customer (data subjects) personal information, what we do to keep it secure, from where and how we collect it, as well as the rights of data subjects in relation to the personal information we hold about them

## Who are we?

We are the RSPCA Milton Keynes and North Buckinghamshire Branch, registered charity No: 275415, a separately registered charity approved by National RSPCA.

## What sorts of personal information do we hold?

Information that you provide to us such as your name, address, telephone number, email address, animals rehomed to you or fostered by you. Feedback you give to us, including by phone, email, post, or when you communicate with us via social media.

## How do we use your personal information?

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 information at the top of this policy.

- To track animals we have rehomed or fostered in the last 12 months
- To support any claims relating to veterinary care after an animal has been rehomed
- To contact Branch Members in relation to the AGM (Annual General Meeting)
- To respond to any queries via phone, post or social media
- To keep you informed of our work where you have consented, for example signing up to a newsletter by giving us your email address
- To track volunteers at a fundraising event
- To handle donations, other transactions and gift aid
- To register your interest in volunteering or applying for a position

## Cookies and similar technologies

We only use cookies to help us give you the best experience on our website and to analyse anonymous data to solve issues or identify trends.

## Who might we share your personal information with?

We never sell customer data to third parties under any circumstances.

We only share your information with the RSPCA National Society and veterinary surgeries if and when required, for example for a fostering agreement or hardship claim.

To register/amend owner details for the microchip of a pet in your care.

## International transfers of personal information

We do not send personal information outside of the EEA

## Keeping you informed about our products and services

Information about our activities can be seen on our website, on social media and you can now sign up to our newsletter if you wish to receive information via email.

## Your rights

Data subjects have a number of rights under data protection legislation which, in certain circumstances, you may be able to exercise in relation to the personal information we process about you.

These include:

- the right to access a copy of the personal information we hold about you;

- the right to correct of inaccurate personal information we hold about you;
- the right to restrict our use of your personal information;
- the right to be forgotten, e.g. by unsubscribing from our newsletters;
- the right of data portability; and
- the right to object to our use of your personal information.

If you are seeking to exercise any of these rights, please contact at [secretary@mkrspca.org.uk](mailto:secretary@mkrspca.org.uk) Please note that we will need to verify your identity before we can fulfil any of your rights under data protection law. This helps us to protect the personal information belonging to our customer against fraudulent requests.

### **Automated decision making and profiling**

We do not conduct automated decision making or profiling on data subjects.

### **How long will we keep your personal information for?**

We delete your data in line our retention guidelines

### **Security**

We take protecting all personal information seriously and we enforce a “need to know” policy, for access to any data or systems.

### **Contact us**

If a data subject would like to exercise one of their rights as set out in the “Your rights” or has a question or a complaint about this policy, or the way their personal information is processed, please contact us by one of the following means:

#### **Branch Postal Address:**

Branch Secretary  
RSPCA Milton Keynes & North Bucks Branch  
63 High Street  
Newport Pagnell  
MK16 8AT

or

**Email:** [secretary@mkrspca.org.uk](mailto:secretary@mkrspca.org.uk)

Data subjects also have the right to lodge a complaint with the UK regulator, the Information Commissioner. Go to [ico.org.uk/concerns](http://ico.org.uk/concerns) to find out more.

### **Policy change**

This privacy policy was updated in January 2024.