

Privacy policy

Introduction

This privacy policy sets out how Pahar Trust Nepal uses and protects any information that you give us. This includes how we collect, use and store your personal data. This policy is effective from 1st June 2019.

Pahar Trust Nepal is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified by, then you can be assured that it will only be used in accordance with this Privacy Policy and only after you have consented to us to use it in the manner for which you have provided it.

Pahar Trust Nepal may update this policy from time to time and the latest version will be available through our website. You should check this page from time to time to ensure that you are happy with any changes. The dates and key revisions will be included at the top of this policy.

Purpose

The purpose of this policy is to:

- identify the personal data that we will collect from supporters and donors
- assure you that your data is stored and managed in a secure way

On 25th May 2018 the EU General Data Protection Regulation 2016/679 ("GDPR") came into force replacing the Data Protection Act 1998. As Pahar Trust Nepal is a 'data controller' under GDPR which means that we are responsible for and control the processing of your personal information. Pahar Trust Nepal is registered with the Information Communications Office.

Who we are

Pahar Trust Nepal is a charity registered in UK (charity number 1028469) and Isle of Man (charity number 987). Our registered address is 55 Stoke Lane, Westbury-on-Trym, Bristol, BS9 3DW.

Pahar Trust Nepal delivers education, health care and sanitation projects to rural communities in Nepal which includes new building construction, renovation of existing buildings, teacher training and educational improvement.

Pahar Trust Nepal works in partnership with our NGO body based in Pokhara, Nepal which is a separate legal entity.

What information we collect

When you contact Pahar Trust Nepal to make a donation, purchase an item, sign up to our newsletters or contact us by phone, email or letter to make an enquiry we may receive and retain your personal information.

This could include your:

- Name
- Postal address
- Email address
- Contact telephone number (mobile and landline)
- Date of birth
- Bank account details
- Image in photographs
- Your UK tax paying status for Gift Aid processing

In some circumstances such as; where you are registering as a volunteer for Pahar Trust Nepal or joining a group travelling to the country we will also request the contact details of

your next of kin to be used in matters of emergency. We will inform your next of kin that their data has been provided to us outlining how it will be used.

The General Data Protection Regulation recognizes that certain personal information should be considered 'Sensitive Personal Data'. These categories include; racial or ethnic origin, political opinions, religious or philosophical beliefs and physical and mental health. Pahar Trust Nepal do not routinely collect sensitive personal data from our supporters but may be required to do so in certain circumstances for example where you are applying to volunteer with us to ensure that the Trust can take these into consideration if required.

Your financial information

We use Just Giving, Virgin Money and PayPal to receive donations and to process sales. When you provide bank details through these sites this information is not passed on to us. These platforms are not covered by the Privacy Policy of Pahar Trust Nepal and we recommend that you check their privacy statements for further information.

When you donate directly to our bank account (Isle of Man Bank) we will see your account details but these are not transferred from our financial management system (QuickBooks) or bank account to be stored elsewhere.

What we do with the information we gather

We may use the information we collect from you in the following ways:

- direct correspondence between you and the Trust such as via email, letter, social media, text message or phone call
- to provide you with updates regarding our work
- to share opportunities for you to get involved
- to invite you to events and activities
- internal record keeping, including information regarding your relationship to us
- to process your donations, other payments and where applicable to claim Gift Aid
- to fulfil purchases you have made with us
- to keep you informed regarding the personal information we hold

Under certain circumstances we may provide your name and email address to our partner office in Nepal for example when you have donated funds to a project and wish to have your name included on a commemorative plaque or where you are travelling to Nepal to undertake volunteering. This country is not considered to have adequate data protection controls and we will therefore seek explicit consent from you before we send this information.

Security

Pahar Trust Nepal is committed to ensuring that your information is stored and processed securely.

How long do we hold your information?

We will only keep your data as long as is necessary for relevant activities which includes to fulfil our statutory obligations for example, the collection of Gift Aid.

In some circumstances, for example if you are a major donor and have funded a construction project in Nepal we will keep your personal data (limited to name, email and contact address) until further notice for legacy purposes for the Trust.

Pahar Trust Nepal website

The Pahar Trust Nepal website uses cookies. A cookie is a piece of information in the form of a very small text file that is placed on an internet user's hard drive. It is generated by a web page server, which is basically the computer that operates a web site. The information the

cookie contains is set by the server and it can be used by that server whenever the user visits the site. A cookie can be thought of as an internet user's identification card, which tell a web site when the user has returned.

We only use cookies for statistical purposes to monitor the traffic our website receives and to help improve the user experience. We can also monitor the effectiveness of our communications and identify which pages are most popular for our visitors. A cookie does not give us any access to your computer or information about you.

We use a third-party service (Google Analytics) to collect aggregate data about usage of our website. We use this information to try to improve our web-based services. Google Analytics sets several cookies on your browser. We do not control the use of these third-party cookies, and you should check Google's privacy policy if you have concerns.

The Pahar Trust website may from time to time contain links to other websites owned and operated by third party organisations. These sites have their own privacy policies and are not covered under this policy. Pahar Trust Nepal will not accept responsibility or liability for the privacy practices of such third-party sites.

Controlling your personal information

We will never sell, distribute or lease your personal information to third parties and you will not receive offers from other companies or organisations as a result of giving us your information.

We may need to share your personal information with 'Data Processors' such as our service providers, online systems and agents to manage, securely store your data and prepare/send materials to you regarding our work and fundraising activities. The 'Data Processors' will act under the direction of Pahar Trust Nepal and will not be permitted to use your personal information for any other reason than those agreed and will be required to ensure that they have the processes in place to keep your data secure.

We will also comply with any legally binding requests for your data if required and only after receiving official formal requests from a government agency or other official body.

You may choose to stop receiving information from Pahar Trust Nepal at any time. If you want to opt-out of our marketing communications you can do so by sending an email to info@pahar-trust.org or by clicking unsubscribe at the bottom of our email communications.

Correcting, updating or requesting your data

It is important to use that we have the most up to date information for you to ensure that you receive the communications you have requested. If you believe that any information we are holding on you is incorrect or incomplete, contact us as soon as possible via info@pahar-trust.org, or in writing to 55 Stoke Lane, Westbury-on-Trym, Bristol, BS9 3DW. We will promptly correct any information found to be incorrect.

Under GDPR you have the right to request a copy of the personal information we hold about you. If you would like to request a copy of your personal information please contact us at info@pahar-trust.org.

Making a complaint

If you are unhappy with the way we have used your personal data we welcome your feedback so that we can improve our services and the experience of our supporters. You can also make a complaint to the data protection supervisory authority, the Information Commissioner's Office (<https://www.ico.org.uk>).