

Privacy Policy

Fly Cup Enterprises is committed to protecting any personal information you share with us and will always ensure you are happy with the way we handle it.

In order to help support the development of Fly Cup Enterprises' voluntary income, we use a dedicated database to store personal information collected by Fly Cup Enterprises over the course of our relationship with our supporters, volunteers, donors, sponsors, employees and suppliers.

Fly Cup Enterprises only collects personal information that you have provided directly to us or have made publicly available (for example on social media, blogs, websites, etc.).

N.B.: This privacy statement does not apply to the information Fly Cup Enterprises collects from people who are in receipt of our services. Their information is handled independently and according to the nature of each service and our regulators' requirements.

What personal information we collect

When you support Fly Cup Enterprises, whether it is by becoming a "friend of", making a donation, volunteering, taking part in an event to fundraise for us, we will usually collect:

- Your name and title
- Your contact details (phone number, home address, email address)
- Your date of birth (where appropriate)
- Donation history (including gift amount, purpose, date and how you donated)
- Gift aid declaration (including your tax status)
- Your communications preferences

We do not store any debit/credit card details.

Where appropriate, we may also record the following:

- Information relating to health issues we need to be aware of when you take part in one of our events (including an emergency contact)
- Dietary requirements when attending our events
- Personal areas of interest and philanthropic interests
- Your photo only if it was taken with your consent during an event

How we use your personal information

Fly Cup Enterprises will use personal information for the following:

- Processing donations or other payments, and verify financial transactions
- Fulfilling "Friends of" requests
- Registering you for our events
- Registering you for fundraising challenges
- Contacting you to promote events, campaigns and appeals, or make you aware of volunteering opportunities
- Processing requests for corporate volunteering or support
- Fulfilling requests to leave a gift in your will
- Sending updates and / or newsletters that we think would be of interest to you
- Recording any contact we have with you (phone calls, face to face meetings, etc.)
- Identifying our visitors and supporters

- Preventing or detecting fraud or abuses of our website and enable third parties to carry out technical, logistical or other functions on our behalf
- Where you have given us your express consent, we will use photos and videos in which you appear on our social media sites, website, annual report, promotional and campaigning publications - we will always offer you a clear opt-in option for this on our registration form

Our Direct Marketing

We hope to develop a strong relationship with you and ensure we know how you want to be contacted and for what purpose, so we also record your communication preferences. This is why we have moved to an "opt-in only" marketing communication policy; this means that you choose what you want to receive and how. You will find opt-in options on all our registration forms and you can also update them at any time by contacting us on enquiries@flycup.org

Fly Cup Enterprises will keep you posted on events, opportunities to support us in different ways or may ask for donations according to your preferences only.

Fly Cup Enterprises will never sell or share your personal information with third party organisations for marketing purposes. We will always be clear about how your information will be used and what will happen to it.

Sharing your personal information

Fly Cup Enterprises will only share your information if:

- We are legally required to do so, e.g. by a law enforcement agency legitimately exercising a power or if compelled by an order of the Court
- We believe it is necessary in order to protect or defend our rights, property or the personal safety of our service users, staff or visitors to our premises, at our events or websites

How we store your personal information

The information we collect is stored by us on computers located in the UK. We may transfer the information to others within Fly Cup Enterprises. We also store paper files.

Fly Cup Enterprises places a great importance on the security of all personally identifiable information associated with our supporters, volunteers, donors, sponsors, employees, trainees and suppliers. We have security measures in place to attempt to protect against the loss, misuse and alteration of personal information under our control. While we cannot ensure or guarantee that loss, misuse or alteration of information will not occur while it is under our control, we use our best efforts to try to prevent this.

Unfortunately, the transmission of information across the internet is not completely secure and whilst we do our best to try to protect the security of your information, we cannot ensure or guarantee that loss, misuse or alteration of information will not occur whilst information is being transferred.

We will keep your personal information only for as long as we need it to provide you with the information or service you have requested, or administer your marketing preferences to comply with the law. We do not communicate with people who have asked us not to. When we no longer need the information, we will always dispose of it securely, using specialist companies if necessary to do this work for us.

What we do not do with your personal information

Fly Cup Enterprises will never sell or share your personal information with other organisations to use for their own purposes.

Using our website

In accordance with applicable law, Fly Cup Enterprises may use commonly-used tools to recognise your visit and track your interactions with our Services such as cookies and similar technologies (collectively, "Cookies"). Sometimes this tracking is necessary in order for us to provide you with the information or service you requested. You have control over some of the Usage Data we collect from Cookies and how we use it. Information on changing your browser settings to opt out of Cookies can be found in your browser settings.

In addition, we may obtain information about your computer, which includes your IP address and browser type where available. This accumulation of data is used to assist system administration where the collection of this data does not identify any personal identifiable information about you.

Social media

Fly Cup Enterprises operates a number of social media platforms such as Facebook, Instagram, Twitter, LinkedIn and YouTube. Although this privacy statement covers how Fly Cup Enterprises will use your personal information from those pages, it does not cover or govern how social media websites will use it. Please ensure you read their respective privacy policies before sharing any information and make sure you familiarise yourself and use their privacy settings and reporting mechanisms to control how your personal information is used.

Other people's data

Before providing someone else's personal information, please ensure they are happy for you to do so (for example when you tag someone in a photo on social media or share their story with us, etc.). Under no circumstances should you make public someone else's home address, email address or phone number.

Your rights

Access to your information – You have the right to request a copy of the personal information about you that we hold.

Correcting your information – We want to make sure that your personal information is accurate, complete and up to date and you may ask us to correct any personal information about you that you believe does not meet these standards.

Deletion of your information – You have the right to ask us to delete personal information about you where:

- You consider that we no longer require the information for the purposes for which it was obtained.
- We are using that information with your consent and you have withdrawn your consent – see *withdrawing consent to using your information* below.
- You have validly objected to our use of your personal information – see *objecting to how we may use your information* below.

- Our use of your personal information is contrary to law or our other legal obligations.

Objecting to how we may use your information

You have the right at any time to require us to stop using your personal information for direct marketing purposes. In addition, where we use your personal information to perform tasks carried out in the public interest then, if you ask us to, we will stop using that personal information unless there are overriding legitimate grounds to continue.

Restricting how we may use your information

In some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information about you that we hold or assessing the validity of any objection you have made to our use of your information. The right might also apply where this is no longer a basis for using your personal information but you don't want us to delete the data. Where this right is validly exercised, we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

Withdrawing consent using your information

Where we use your personal information with your consent you may withdraw that consent at any time and we will stop using your personal information for the purpose(s) for which consent was given.

Please contact us in any of the ways set out in the *contact information and further advice* section if you wish to exercise any of these rights.

Changes to our privacy statement

We keep this privacy statement under regular review and will place any updates on this website. Paper copies of the privacy statement may also be obtained. Please contact enquiries@flycup.org for a copy.

This privacy statement was last updated on 17 July 2023.

Contact information and further advice

For further information or advice, please contact our data controller at manager@flycup.org

Complaints

We seek to resolve directly all complaints about how we handle personal information but you also have the right to lodge a complaint with the Information Commissioner's Office, whose contact details are as follows:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone - 0303 123 1113 (local rate) or 01625 545 745
Website - <https://ico.org.uk/concerns>