



Assisi Animal Sanctuary

Privacy Policy

The Friends of Assisi Animal Sanctuary (known as Assisi Animal Sanctuary) is an independent local Animal Welfare, rescue and rehoming charity in Northern Ireland. We know how important it is to protect and care for our animals here at the Sanctuary and we also know the importance of taking care of the personal information you provide us with.

Our contact details

The registered address for the Charity is:

Assisi Animal Sanctuary
1 Old Bangor Road
Conlig
Newtownards
Co Down
BT23 7PU

Telephone: 02891 812622
Email: info@assisi-ni.org

Assisi Animal Sanctuary is the data controller responsible for keeping your data safe and using it wisely.

- We are a charity registered in Northern Ireland – Charity Number NIC104594
- We are a Charitable Company Limited by Guarantee – Registration Number NI48385
- We are a charity registered with HMRC – Charity Reference Number XR24248
- We are an Executive Member of the Association of Dogs & Cats Homes

This policy sets out how Assisi Animal Sanctuary uses your information to help further our work in protecting and caring for the animals in our Sanctuary, re-homing our animals in suitable and appropriate new homes and at all times promoting Animal Welfare.

From time to time, our Privacy Policy may change or be updated. To keep up to date, visit this page occasionally.

Last updated: 15 October 2024

Information about you that we collect and hold

We want you to feel confident about the information we hold on you and how we use it when you support our work and the animals in our care.

From time to time, we may need to share your contact details with a mailing house working on our behalf to send out our bi-annual magazine. We are committed to keeping your information safe and we will never otherwise rent, swap or sell your personal information to other 3rd party organisations or data bureaus for them to use in their own marketing activities.

We process online donations through a secure payment's provider, and we do not have access to your payment card or payment details.

We may collect personal information about you but we are committed to protecting and respecting your privacy. We only collect sensitive information about you where there is a specific reason to do so and that we have your full consent to do so.

Before contacting you, we may use data analysis to interpret your data to predict how likely you are to be interested in or response to a particular campaign or fundraising appeal. Where we have identified that you have the capacity and/or affinity to support Assisi Animal Sanctuary at a higher level, we may collect additional information about you and combine, analyse and compile that information into a profile of your in order to assist us in engaging with you in a more personalised way. This may include using third parties to undertake this task on our behalf.

To further safeguard your information, we have policy and procedural documentation as well as various other controls in place for the recording of financial, sensitive and any additional types of information, to ensure we meet regulatory and legal requirements for managing these types of information and we ensure relevant members of staff are appropriately trained to adhere to these procedures.

Legal Basis for Processing your data

We collect personal information about you directly when:

- You have provided your consent to allow us to use your data, such as receiving news by email, phone, text message and/or post
- You make a donation to us – either financial or goods
- You register to become a volunteer with us
- You engage with us through various social media platforms or our website
- You enter into a contract with us, i.e., providing animal sponsorship, rehoming/adoption or fostering
- the processing is necessary for us to comply with a legal obligation, such as sending members their AGM papers
- a legal obligation to use or disclose information, such as retaining records for Gift Aid purposes
- You apply for a vacancy

Changing how you'd like to hear from us

We want our records and the information we hold on you to be as accurate and up to date as possible. If your contact details or any other personal information changes, please get in touch with us so that we can update our records accordingly.

If, at any time, you wish to change how we contact you or want us to stop contacting you altogether, please just get in touch with us by phone, email or in writing (all contact details are at the top of this document) and we will again update our records appropriately.

NB If you ask us to stop contacting you altogether, depending on timing, there may be a chance you might still receive an additional piece of information from us as there can be an overlap between updating our records and information already collated and ready for sending.

Your Data Protection Rights

Under data protection legislation you have rights that include:

Right of Access

You have the right to know what information we hold about you and ask for copies of your personal information. Should you wish to see this information you can request that we send it to you by emailing or writing to us at the addresses above.

Please note that supplying this information may take up to 30 days and you will need to provide proof of identity so that we can be sure we are providing only you with your personal data. You are not required to pay any charge for requesting this information.

Please mark your communication as private and confidential and include subject as 'Access Request'. This will ensure it is handed to the correct personnel and treated with confidentiality and promptly.

Right to rectification

You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Right to be informed

You have the right to be informed how your personal data will be used and this policy is intended to provide you with this information.

Right to withdraw consent or to object

Where we process your data based on your consent such as sending emails or text messages, you can withdraw that consent at any time. You also have a right to object to us processing data where we are relying on it being within our legitimate interests to do so, such as sending you information by post. To do this, or to talk to us about it, please contact us by phoning, emailing or writing to us (details above).

Your right to restrict processing

In certain situations, you have the right to ask for processing of your personal data to be restricted, such as a disagreement about its accuracy or legitimate usage.

Your right of erasure

In some cases, you have the right to be forgotten, which requires that your personal information is deleted from our systems. Where you have requested that we do not send you communications, we will need to keep some limited data to ensure we honour this.

Complaints

If you wish to make a complaint about how we are using or have used your personal information please get in touch with us and we will be happy to address and attempt to resolve any issues or concerns you may have.

If you are unhappy with the outcome of any complaint you have with us, or feel that it hasn't been properly resolved, you can also contact the Information Commissioners Office (ICO).

The Information Commissioner's Office – Northern Ireland
3rd Floor
14 Cromac Place
Belfast
BT7 2JB

Telephone: 02890 278757 / 0303 123 1114

Email: ni@ico.org.uk