

# Our Privacy Policy in full

## Introduction

We are committed to protecting your personal information. We want your interactions with us to be safe and enjoyable. This Privacy Policy relates to our use of any personal information we hold about you.

To help you, we've included some links to other websites. It's worth remembering though that other people control these websites. We're not responsible for them.

If you are aged 16 or under, please get your parent/guardian's permission before you provide any personal information to us.

BBC Children in Need provides and is responsible for the BBC Children in Need website. When you use our website or our other online portals and provide information to us, BBC Children in Need is the data controller of your personal information and we are registered with the Information Commissioner's Office with registration number Z1523450.

BBC Children in Need is a company limited by guarantee (number 04723022) and a charity registered in England and Wales under number 802052 and in Scotland under number SC039557.

If you are using the BBC Children in Need online shop, the data controller of your personal information is BBC Children in Need's commercial arm, Children in Need Limited (company number 02461031), which is registered with the Information Commissioner's Office with registration number ZA280364.

Please click on the section that applies to you for more information.

### Fundraisers



#### Lawful basis of processing

We will have explained our legal basis for processing when we collected or shortly after we first received your personal data. If you have questions about or need further information concerning the legal basis on which we collect and use your personal information, please contact us using the contact details provided under "CONTACT US" below.

#### What information do we collect and how?

We collect:

- Information you provide to us. For example, via our website when you sign up for or download fundraising packs, marketing communications or reward packs, emails, text messages, correspondence, phone conversations, market research questionnaires, sponsorship forms, competitions, prize draws or auctions.

- Information you provide to another charity who we are doing a joint campaign with. For example when you pay fundraising in to the other charity for the joint campaign they will securely pass us your details.
- Information from your social media account but only where you have given us permission to use it. For example, posts, pictures and video footage you share about your fundraising on sites such as Facebook and Twitter.
- Information from data cleansing and information services companies (such as, Experian) to help us ensure that the personal information which we hold about you is kept accurate and up-to-date including your contact details, current address and information which is necessary to contact you about fundraising activities.
- Information about you made available by you to us on our fundraising platforms and also information about you made available to us by other fundraising/donation platforms such as Just Giving, Virgin Money & Everyday Hero.

## How do we use your information?

We use the information we collect for the following purposes:

- To send you our newsletters (unless you didn't sign up or you tell us you no longer want to hear from us). If you have consented to email marketing, we may contact you to ask if you want to take part in market research or share your fundraising stories with us for promotional or other purposes (which are always voluntary).
- To send you marketing texts (unless you didn't sign up or you tell us you no longer want to hear from us). We may send you marketing texts in relation to our current appeal and fundraising activities and in future years in relation to those appeal and fundraising activities. If you have consented to text marketing, we may contact you to ask if you want to take part in market research or share your fundraising stories with us for promotional or other purposes (which are always voluntary).
- To send you our fundraising packs, reward kits or other communications by post. If you're an individual fundraiser, we'll only contact you by post if you've asked to hear from us. If we know that you work or fundraise at a school, college, University (or any other type of educational establishment) we may send postal communications to that organisation addressed to you. Either way, if you've asked for a fundraising pack one year, we may send you a pack again in the following years too (unless you've told us not to).
- To tell your story and/or promote our fundraising and charitable aims where you have consented to this. For example, we or the BBC may share your fundraising story or images on our appeal show, website or social media platforms such as our "Everyday Hero" platform or use them for marketing purposes. We would never disclose full names, addresses or contact details to the public.
- To contact you about any submission or content you provide. This includes where you have told us about your fundraising activity or story or have shared it on social media or you have set up an online fundraising page and agreed we may contact you.

- To understand where our fundraisers are based and where fundraisers' activity takes place and to publicise this (but always on an anonymous basis unless we have your consent).
- To personalise our communications with you. This includes reviewing the information we hold about you, including your stated interests (if any), in order to understand your preferences and characteristics so that we can contact you with communications which are relevant to you or support your fundraising in a more bespoke way. For example, if you have told us that you live in a particular city then we may use that information to ensure that we only send you information about promotions that are available in the area in which you live. This allows us to serve you better and with greater personalisation.
- To provide you with support for your fundraising activity. This is an outbound email/telephone support service which we may provide to some groups of fundraisers. We decide what groups will be contacted for this support based on the type of fundraising activity and value of support.
- To provide you with support and encouragement if you have signed up to the "Everyday Hero" fundraising platform (unless you didn't sign up or you tell us you no longer want to hear from us). You may be sent emails based on the activity you have done or are yet to do. For example, if you reach a fundraising milestone we may send you an email to congratulate you.
- To reach out to you on some third party websites and social media sites. You may see messages from us about fundraising on third party websites and social media sites. These are produced as a result of you inputting search terms to Google's search engine which match search terms that we have provided to Google or by social media sites that you interact with. You will receive messages from or about us on other websites and social media sites which are based on information that we provided to them about groups of people that we think may be interested in receiving messages about us.
- To allow us to better understand our fundraiser base
- To allow our corporate partners to contact you in order to offer their support to your fundraising activities (but not for them to send marketing to you, unless you have consented to this).
- To gather statistics about how people fundraise and what you think of our communications, events or activities, to see if what we do is interesting to people and meets their needs.
- To help us maintain administrative and statutory records so we can claim Gift Aid, pay our taxes and comply with our other legal and regulatory obligations.
- To enable us to plan and manage our day-to-day activities, for example, to predict the possible volumes of particular fundraising packs so we can make doubly sure that we have sufficient stocks to meet the likely demand.



Where you have told us that you are fundraising with a school, college or University (or any other type of educational establishment) we may also use your information for the following purposes:

- To support you with your fundraising activities. For example, we may contact you by phone or email to offer our current schools' partner (if any) volunteer opportunities at your school, or to help encourage and motivate your school's fundraising. We may also ask our schools' partners (if any) or suppliers to do this for us.
- To support our fundraising and encourage our partners. For example, we may share information with our partners so they can see which schools are involved and encourage their staff to get involved and promote BBC Children in Need in their local schools, and to help encourage schools that are signed up and encourage other schools to join in.

### Who do we share your information with?

We will never sell your personal information. We also never share your personal information with other parties for their own marketing purposes.

However, we can't run our charity or fundraise for BBC Children in Need without involving other people and organisations from time to time. When we share your information, we want you to know that we only do so safely and in accordance with the law.

Your information may be disclosed to:

The BBC who may contact you about any story or fundraising activity you have submitted to us and to ask whether you would like it to be featured in the media. We may also share your personal information with the BBC if the BBC is producing a programme, holding an event, activity or carrying out services for or in relation to BBC Children in Need or so the BBC can publicise where our fundraisers' activities take place (but always on an anonymous basis unless we have your consent). We will never share your information with the BBC for general marketing purposes.

Other people who help us provide our events, websites, donation platforms marketing and related services to you. They include:

- Payment services companies that make it easy for you to make payments to us through your phone or other online device either by calling them or sending a text message or online payment and the service providers which they use to provide those services (if you donate by debit or credit card our payment provider is Stripe and Stripe may receive your personal data from us. If you use Stripe Checkout, Stripe has implemented reCAPTCHA on Stripe Checkout. Use of reCAPTCHA is subject to the Google Privacy Policy and Terms of Service).
- Event organisers and medics when you participate in an event.
- Virtual fundraising platforms such as our "Everyday Hero" platform.
- Market research companies (who may contact you to carry out research on our behalf), data cleansing companies (to ensure that we have the correct information for you), marketing, design and PR organisations, and also technology experts who design and host our websites.

- We sometimes use a third party to cluster fundraiser data, into groups based on the information provided to us by you or through your activity to create groups with 'like behaviours' to make our marketing more targeted, tailored and effective.
- General service companies such as printers, mailing houses and distribution companies who help us send out our fundraising packs, communications or merchandise.
- The public if you have given us consent to do so e.g. if you feature in one of our appeal films or other BBC or BBC Children in Need content. We would never disclose full names, addresses or contact details to the public.
- Where you have told us that you are fundraising with a school, college or University or any other educational establishment we may share your information with our current schools' partner (if any) or any of our future schools' partners. Our partners will only be able to use your information in relation to any campaign that we are running with them and not for their own commercial marketing purposes.
- Our carefully selected corporate partners. We only share case studies, fundraising stories or images so they can promote their fundraising with us (and not for their own marketing purposes).
- The Police, other law enforcement agencies, local authorities, Her Majesty's Revenue and Customs (HMRC), the courts and any other government authority if they ask us to do so (but only if us doing so is lawful).
- We may also share the information we collect where we are legally obliged to do so, e.g. to comply with a court order.

## **International transfer of your information**

We will always seek to store your personal information in the UK. However, on some occasions, the information we collect may be transferred to suppliers who may store and use such data at premises in other countries. This means that when we collect your personal information, we may share it with our suppliers and partners who may process your personal information in countries outside the UK.

Where we allow a supplier to process your personal information outside of the United Kingdom, we will, as far as possible, ensure that we create and maintain appropriate safeguards with our suppliers so that your personal information is subject to the same standards and protections as apply to us when we are processing your personal information in the UK.

If you pay your fundraising to us by debit or credit card our payment provider is Stripe who are based in the USA and your personal data may be processed by them in the USA and other countries outside of the UK. This means your personal data may be subject to disclosure as required by such countries (for example, your personal data may be subject to disclosure to the USA government as required by USA law and will be subject to the redress mechanisms in the USA). These transfers are done in such a way as to provide you with an adequate level of protection. For more information please see Stripe's Privacy Policy.

If you pay your fundraising to us using PayPal our provider uses Amazon Web Services to send confirmation e-mails to you. Amazon Web Services is based in the USA. This means your personal data may be subject to disclosure to the USA government as required by USA law and will be subject to the redress mechanisms in the USA. and is certified as providing an adequate level of protection over your personal data under the Privacy Shield. You can find more information about the Privacy Shield [here](#).

If you use our virtual fundraising event platforms which are powered by “Everyday Hero”, your personal information will be processed by our partner Blackbaud Europe Ltd using Amazon Web Services Inc. servers based in the USA. Amazon Web Services Inc. is certified as providing an adequate level of protection over your personal data under the Privacy Shield. You can find more information about the Privacy Shield [here](#).

## **Security of your information**

We take the security of your information very seriously. We use appropriate procedures and technical security measures (including encryption and archiving techniques) to safeguard your information across our computer systems, networks and websites.

In particular, where any payments or donations are being collected on our behalf, we require our payment providers to be compliant with the Payment Card Industry’s Data Security Standards (PCI-DSS).

If you have any concerns about the security of your own personal computers and mobile devices, we suggest you read the advice of Get Safe Online, which can be accessed [here](#).

## **Managing our marketing communications**

We enable you to stop all email, text and postal marketing communications you receive from us if you no longer want to be contacted by us.

Please see the ‘unsubscribe’ link in emails, the marketing text for details of how to stop text marketing from us or see the details we include in each letter.

You can also contact us at any time using the details below and let us know exactly what you would like us to change.

**Donors**



## **Lawful basis of processing**

We will have explained our legal basis for processing when we collected or shortly after we first received your personal data. If you have questions about or need further information concerning the legal basis on which we collect and use your personal information, please contact us using the contact details provided under “CONTACT US” below.



## What information do we collect and how?

We collect:

- Information you provide to us. For example, via donation platforms or via postal donations, emails, text messages, correspondence, phone conversations, market research questionnaires, sponsorship forms, competitions, prize draws and auctions
- Information you provide to another charity who we are doing a joint campaign with. For example when you donate to the other charity for the joint campaign they will securely pass us your details
- Information from data cleansing and information services companies (such as, Experian) to help us ensure that the personal information which we hold about you is kept accurate and up-to-date including your contact details, current address and information which is necessary to process your donations.
- Information about you made available by you to us on our donation platforms and also information about you made available to us by other fundraising/donation platforms such as Just Giving and Virgin Money.

## How do we use your information?

We use the information we collect for the following purposes:

- To send you our newsletters (unless you didn't sign up or you tell us you no longer want to hear from us). We will never send you email marketing simply because you've donated to us. If you have consented to email marketing, we may contact you to ask if you want to take part in market research (which is always voluntary).
- To send you marketing texts (unless you didn't sign up or you tell us you no longer want to hear from us). We may send you marketing texts in relation to our current appeal and fundraising activities and in future years in relation to those appeal and fundraising activities. We will never send you marketing texts simply because you've donated to us. If you have consented to text marketing, we may contact you to ask if you want to take part in market research (which is always voluntary).
- To process your donation including to claim Gift Aid (where applicable).
- To reach out to you on some third party websites and social media sites. You may see messages from us about donating on third party websites and social media sites. These are produced as a result of you inputting search terms to Google's search engine which match search terms that we have provided to Google or by social media sites that you interact with. You will receive messages from or about us on other websites and social media sites which are based on information that we provided to them about groups of people that we think may be interested in receiving messages about us.
- To gather statistics about how people donate and what you think of our communications, events or activities, to see if what we do is interesting to people and meets their needs.
- To help us maintain administrative and statutory records so we can claim Gift Aid, pay our taxes and comply with our other legal and regulatory obligations.

- To personalise our communications with you. This includes reviewing the information we hold about you, including your stated interests (if any), the articles and information from our newsletters you have read, in order to understand your preferences so that we can contact you with communications which are relevant to you or support your donations in a more bespoke way. For example, if you have donated to us in the past we may send you a donation pack in future years (unless you've told us not to). This allows us to serve you better and with greater personalisation.
- To provide you with support if you have indicated that as well as donate you would like to fundraise. This is an outbound email/telephone support service which we may provide to some groups of fundraisers. We decide what groups will be contacted for this support based on the type of fundraising activity and value of support.

## Who do we share your information with?

We will never sell your personal information. We also never share your personal information with other parties for their own marketing purposes. However, we can't run our charity or fundraise for BBC Children in Need without involving other people and organisations from time to time. When we share your information, we want you to know that we only do so safely and in accordance with the law.

Your information may be disclosed to other people who help us provide our websites, donation platforms, marketing and related services to you. They include:

- Donation and payment services companies that make it easy for you to donate or make payments to us through your phone or other online device either by calling them or sending a text message or online payment and the service providers which they use to provide those services (if you donate by debit or credit card our payment provider is Stripe and Stripe may receive your personal data from us. If you use Stripe Checkout, Stripe has implemented [reCAPTCHA](#) on Stripe Checkout. Use of reCAPTCHA is subject to the [Google Privacy Policy](#) and [Terms of Service](#)).
- Market research companies (who may contact you to carry out research on our behalf), data cleansing companies (to ensure that we have the correct information for you), marketing, design and PR organisations, and also technology experts who design and host our websites.
- We sometimes use a third party to cluster donor data into groups based on the information provided to us by you or through your activity to create groups with 'like behaviours' to make our marketing more targeted, tailored and effective.
- General service companies such as printers, mailing houses and distribution companies who help us send out our fundraising packs, communications or merchandise.
- The Police, other law enforcement agencies, local authorities, Her Majesty's Revenue and Customs (HMRC), the courts and any other government authority if they ask us to do so (but only if us doing so is lawful).
- We may also share the information we collect where we are legally obliged to do so, e.g. to comply with a court order.



## **International transfer of your information**

We will always seek to store your personal information in the UK. However, on some occasions, the information we collect may be transferred to suppliers who may store and use such data at premises in other countries. This means that when we collect your personal information, we may share it with our suppliers and partners who may process your personal information in countries outside the UK.

Where we allow a supplier to process your personal information outside of the United Kingdom, we will, as far as possible, ensure that we create and maintain appropriate safeguards with our suppliers so that your personal information is subject to the same standards and protections as apply to us when we are processing your personal information in the UK.

If you donate by debit or credit card our payment provider is Stripe who are based in the USA and your personal data may be processed by them in the USA and other countries outside of the UK. This means your personal data may be subject to disclosure as required by such countries. These transfers are done in such a way as to provide you with an adequate level of protection. For more information please see [Stripe's Privacy Policy](#).

If you donate using PayPal our provider uses Amazon Web Services to send confirmation e-mails to you. Amazon Web Services is based in the USA and is certified as providing an adequate level of protection over your personal data under the Privacy Shield. You can find more information about the Privacy Shield [here](#).

## **Security of your information**

We take the security of your information very seriously. We use appropriate procedures and technical security measures (including encryption and archiving techniques) to safeguard your information across our computer systems, networks and websites.

In particular, where any payments or donations are being collected on our behalf, we require our payment providers to be compliant with the Payment Card Industry's Data Security Standards (PCI-DSS).

If you have any concerns about the security of your own personal computers and mobile devices, we suggest you read the advice of Get Safe Online, which can be accessed [here](#).

## **Managing our marketing communications**

We enable you to stop all email, text and postal marketing communications you receive from us if you no longer want to be contacted by us.

Please see the 'unsubscribe' link in emails, the marketing text for details of how to stop text marketing from us or see the details we include in each letter. You can also contact us at any time using the details below and let us know exactly what you would like us to change.

## Lawful basis of processing

We will have explained our legal basis for processing when we collected or shortly after we first received your personal data. If you have questions about or need further information concerning the legal basis on which we collect and use your personal information, please contact us using the contact details provided under “CONTACT US” below.

## What information do we collect and how?

We collect:

- Information you provide to us. For example via emails, text message, correspondence and phone conversations.
- Details of the purchases you make from the BBC Children in Need online shop.

## How do we use your information?

We use the information we collect for the following purposes:

- To send you products that you have purchased from us.
- To process refunds.
- To send you our newsletters (unless you didn't sign up or you tell us you no longer want to hear from us). We will never send you email marketing simply because you've bought from us. If you have consented to email marketing, we may contact you to ask if you want to take part in market research or share your fundraising stories with us for promotional or other purposes (which are always voluntary).
- To send you marketing texts (unless you didn't sign up or you tell us you no longer want to hear from us). We may send you marketing texts in relation to our current appeal and fundraising activities and in future years in relation to those appeal and fundraising activities. We will never send you marketing texts simply because you've bought from us. If you have consented to text marketing, we may contact you to ask if you want to take part in market research (which is always voluntary).
- To help you shop with us either online or using our schools order forms.
- To gather statistics about how people use our website shop and what you think of our communications, events or activities, to see if what we do is interesting to people and meets their needs.
- To help us maintain administrative records so we can pay our taxes and comply with our other legal and regulatory obligations.
- To enable us to plan and manage our day-to-day activities, for example, to predict the possible sales volumes of particular merchandise so we can make doubly sure that we have sufficient stocks to meet the likely demand.

## **Who do we share your information with?**

We will never sell your personal information. We also never share your personal information with other parties for their own marketing purposes.

However, we can't run our charity or fundraise for BBC Children in Need without involving other people and organisations from time to time. When we share your information, we want you to know that we only do so safely and in accordance with the law.

Your information may be disclosed other people who help us provide websites, marketing and related services to you. They include:

- Market research companies (who may contact you to carry out research on our behalf), data cleansing companies (to ensure that we have the correct information for you), marketing, design and PR organisations, and also technology experts who design and host our websites.
- General service companies such as printers, mailing houses and distribution companies who help us send out our communications or merchandise.
- The Police, other law enforcement agencies, local authorities, Her Majesty's Revenue and Customs (HMRC), the courts and any other government authority if they ask us to do so (but only if us doing so is lawful).
- We may also share the information we collect where we are legally obliged to do so, e.g. to comply with a court order.

## **International transfer of your information**

We will always seek to store your personal information in the UK. However, on some occasions, the information we collect may be transferred to suppliers who may store and use such data at premises in other countries. This means that when we collect your personal information, we may share it with our suppliers and partners who may process your personal information in countries outside the UK.

Where we allow a supplier to process your personal information outside of the United Kingdom, we will ensure that we create and maintain appropriate safeguards with our suppliers so that your personal information is subject to the same standards and protections as apply to us when we are processing your personal information in the UK.

Shoppers personal data is currently all UK based.

## **Security of your information**

We take the security of your information very seriously. We use appropriate procedures and technical security measures (including encryption and archiving techniques) to safeguard your information across our computer systems, networks and websites.

In particular, where any payments or donations are being collected on our behalf, we require our payment providers to be compliant with the Payment Card Industry's Data Security Standards (PCI-DSS).

If you have any concerns about the security of your own personal computers and



mobile devices, we suggest you read the advice of Get Safe Online, which can be accessed [here](#).

## Managing our marketing communications

We enable you to stop all email, text and postal marketing communications you receive from us if you no longer want to be contacted by us.

Please see the 'unsubscribe' link in emails, the marketing text for details of how to stop text marketing from us or see the details we include in each letter. You can also contact us at any time using the details below and let us know exactly what you would like us to change.

## Website users and everyone



### Lawful basis of processing

We will have explained our legal basis for processing when we collected or shortly after we first received your personal data. If you have questions about or need further information concerning the legal basis on which we collect and use your personal information, please contact us using the contact details provided under "CONTACT US" below.

### What information do we collect and how?

- Information on what you view and access on our website or marketing emails. We make cookie policies available on our websites to give you more detailed information on how we use cookies.
- Unique technical information that identifies the devices you use to access our websites.
- We also collect information where you consent to other organisations sharing information they hold on you with us, and where other organisations lawfully share your information with us.

### How do we use your information?

We use the information we collect for the following purposes:

- To remember your preferences when you use our websites.
- To reply to any questions, suggestions, issues or complaints you have contacted us about.
- To help us run and fulfil prize draws, competitions, auctions or events.
- To provide you with our websites.
- To maintain our websites and to identify and fix any issues with our websites.
- To gather statistics about how people use our websites and what you think of our communications, events or activities, to see if what we do is interesting to people and

meets their needs.

- To help us maintain administrative and statutory records so we can comply with our other legal and regulatory obligations.
- To tell you about any changes to our activities, websites or this privacy policy.

## **Who do we share your information with?**

We will never sell your personal information. We also never share your personal information with other parties for their own marketing purposes.

However, we can't run our charity or fundraise for BBC Children in Need without involving other people and organisations from time to time. When we share your information, we want you to know that we only do so safely and in accordance with the law.

Your information may be disclosed to:

- Companies and brands within our group i.e. between BBC Children in Need and our trading company Children in Need Limited.
- Other people who help us provide our events, websites and related services to you.
- The public if you have given us consent to do so e.g. if you feature in one of our appeal films or other BBC or BBC Children in Need content. We would never disclose full names, addresses or contact details to the public.
- Our professional advisors including our lawyers and technology consultants when they need it to give us their professional advice.
- The Police, other law enforcement agencies, local authorities, Her Majesty's Revenue and Customs (HMRC), the courts and any other government authority if they ask us to do so (but only if us doing so is lawful).
- We may also share the information we collect where we are legally obliged to do so, e.g. to comply with a court order.
- Social media – Any social media posts or comments you send to us will be shared under the terms of the relevant social media platform (e.g. Facebook or Twitter) and could be made public. Other people control these platforms – we don't control them and we are not responsible for this sharing. So before you make any comments, you should check the social media platform's terms and privacy policies so you understand how they will use your information, what information they will place in the public domain, and how you can stop them from doing so if you're unhappy about it.

## **International transfer of your information**

We will always seek to store your personal information in the UK. However, on some occasions, the information we collect may be transferred to suppliers who may store and use such data at premises in other countries. This means that when we collect your personal information, we may share it with our suppliers and partners who may process your personal information in countries outside the UK.

Where we allow a supplier to process your personal information outside of the United Kingdom, we will ensure that we create and maintain appropriate safeguards with our suppliers so that your personal information is subject to the same standards and protections as apply to us when we are processing your personal information in the UK.

Website user's personal data is currently all UK based.

## Security of your information

We take the security of your information very seriously. We use appropriate procedures and technical security measures (including encryption and archiving techniques) to safeguard your information across our computer systems, networks and websites.

If you have any concerns about the security of your own personal computers and mobile devices, we suggest you read the advice of Get Safe Online, which can be accessed [here](#).

## Managing our marketing communications

We enable you to stop all email, text and postal marketing communications you receive from us if you no longer want to be contacted by us.

Please see the 'unsubscribe' link in emails, the marketing text for details of how to stop text marketing from us or see the details we include in each letter. You can also contact us at any time using the details below and let us know exactly what you would like us to change.

## Grantees



## Lawful basis of processing

We will have explained our legal basis for processing when we collected or shortly after we first received your personal data. If you have questions about or need further information concerning the legal basis on which we collect and use your personal information, please contact us using the contact details provided under "CONTACT US" below.

What information do we collect and how?

We collect all information you choose to provide to us about yourself and others involved in your grant application, or your grant if successful including through:

- the online grant application forms and grant acceptance agreements you submit to us
- your conversations with our assessors or grant making teams
- emails or other correspondence you send to us, or that we send to you.

We also collect information about you where you consent for other organisations to share information they hold about you with us, and where other organisations can lawfully share information about you with us.



For example, funders sometimes share information with one another where there are safeguarding issues or fraud is suspected. We may also be given information about you by the referees provided for your organisation's application.

The personal data we collect about you through the methods described above includes your name, contact details (including phone numbers and electronic and postal addresses), and your organisational and employment details if you are a member of staff or trustee together with any other personal data which you choose to share with us.

We also collect information about you that is not personal data including information about your organisation and any grants it receives. However, grants to individuals, grants to smaller organisations, or named contact details for organisations may also be personal data. We will use non-personal data rather than personal data wherever possible.

Please make all your staff, volunteers and trustees and anyone you nominate as a referee aware of this privacy policy as it explains how we use their data too.

## **How do we use your information?**

We use the information we collect for the following purposes:

- To assess your grant application, award/decline and manage any grant including to contact you for such purposes or to reply to any questions, submissions, suggestions, issues or complaints you have contacted us about.
- To conduct visits by BBC Children in Need staff to monitor projects.
- To conduct project visits with guests of BBC Children in Need (including our corporate partners).
- To process grant payments or any other payments due to you.
- To enforce any grant agreement with you (where necessary).
- To investigate and deal with any complaints, safeguarding issues, negligence, dishonesty, suspected fraud, terrorism, money laundering or other crimes.

Where we are legally allowed to do so, to contact you about:

- the possibility of appeal films or other content being compiled involving your project, as described further below
- information relating to volunteering with your project
- thanking you for your work and celebrating your project's achievements
- funding initiatives and events that you may wish for your project to be involved in
- sharing opportunities and information with you in relation to third parties that we think might be of interest to you or your project. For example third party training or funding opportunities.
- distributing safeguarding information we have been asked to circulate (e.g. by local police).

*We may contact you by email or phone in relation to any of the above.*

- To tell your project's story and/or promote our fundraising and charitable aims but only where those involved have agreed to this. For example, we or the BBC may share your images or stories about your project or the children or young people you support on our appeal show, website or social media platforms or use them for marketing purposes. We will always ensure that we disclose as little personal data as possible when doing so.
- To help us maintain administrative and statutory records so we can better understand who we have funded, when, where and what amount. We also openly and transparently share through our website and third party websites information about who we have funded, when, where and what amount.
- To tell you about any changes to our grant activities or this policy.
- To create reports for statutory purposes.

### **Who do we share your information with?**

We will never sell your personal data. We also never share your personal data with other parties for their own marketing purposes unless you've agreed to this. However, we can't run our charity or grants without involving other people and organisations.

Your information or grants data may be disclosed to and processed by:

- Our assessors and grant committee members for the purpose of assessing your grant application including to carry out identity checks or verify the information you give to us.
- Other funders, organisations, the police, other law enforcement agencies, Her Majesty's Revenue & Customs (HMRC), regulators or fraud prevention agencies where we believe this is necessary for safeguarding purposes, to detect, investigate or prevent dishonesty, grant misuse, fraud, terrorism, money laundering or other crimes, where you have provided false information or where we have a legitimate interest to share the information or the other party has a legitimate interest to receive it. This could include details of individuals involved in your project such as staff, trustees or your independent referee, so please make them aware of this.
- Other people who help us provide our online platforms, websites, marketing and related services to you. They include technology experts who host our online grant application and management platform and general service companies such as printers, mailing houses and distribution companies who help us send out our communications.
- The public for fundraising or promotional purposes if you have agreed to do so e.g. if your project or a child or young person you support features in one of our appeal films or other content across our or the BBC's platforms. We will always ensure that we disclose as little personal data as possible when doing so.
- At conferences or on occasions where we promote our grant making activities. If your project (or anyone attending your project) has agreed to participate, we may share case studies, stories or images so we can promote our grant making. We will always ensure that we disclose as little personal data as possible when doing so.

- Our carefully selected corporate partners. For example, if your project (or anyone attending your project) has agreed to participate in any programme with our corporate partners or for them to visit your project, we will give our corporate partner relevant names and contact details. In addition, if your project (or anyone attending your project) has agreed to participate, we may share case studies, fundraising stories or images so they can promote their fundraising (but not for their own marketing purposes). We will always ensure that we disclose as little personal data as possible when doing so. A list of our current partners is available on request.
- The BBC who may contact you to ask about any story and whether you would like it to be featured in the media. We may also share your information with the BBC if the BBC is producing a programme, holding an event, activity or carrying out services for or in relation to BBC Children in Need. We will never share your information with the BBC for general marketing purposes.
- Our professional advisors including our lawyers and technology consultants when they need it to give us their professional advice.
- The Police, other law enforcement agencies, local authorities, HMRC, the courts, the Charity Commission, the Scottish Charity Regulator, Office for Security and Counter Terrorism, Charity Commission for Northern Ireland and any other regulator or government authority if they ask us to do so.
- We may also share the information we collect where we are legally obliged to do so, e.g. to comply with a court order.

## **International transfer of your information**

We will always seek to store your personal information in the UK. However, on some occasions, the information we collect may be transferred to suppliers who may store and use such data at premises in other countries. This means that when we collect your personal information, we may share it with our suppliers and partners who may process your personal information in countries outside the UK.

Where we allow a supplier to process your personal information outside of the United Kingdom, we will ensure that we create and maintain appropriate safeguards with our suppliers so that your personal information is subject to the same standards and protections as apply to us when we are processing your personal information in the UK.

If you use our grant application portal, this is run by our technology partners Buzzacott Computer Services Limited and Blackbaud Europe Limited using servers based inside the European Economic Area. Very occasionally, for trouble shooting purposes, your personal data may be processed by Blackbaud Inc in the USA using Microsoft Corporation in the USA. Blackbaud Inc and Microsoft Corporation are certified as providing an adequate level of protection over your personal data under the Privacy Shield. You can find more information about the Privacy Shield [here](#).

## **Security of your information**

We take the security of your information very seriously. We use appropriate procedures and technical security measures (including encryption and archiving techniques) to safeguard your information across our computer systems, networks and websites.



If you have any concerns about the security of your own personal computers and mobile devices, we suggest you read the advice of Get Safe Online, which can be accessed [here](#).

## External Assessors



### Lawful basis of processing

We will have explained our legal basis for processing when we collected or shortly after we first received your personal data. If you have questions about or need further information concerning the legal basis on which we collect and use your personal information, please contact us using the contact details provided under “CONTACT US” below.

### What information do we collect and how?

We collect all information you choose to provide to us about yourself when you apply to be an Assessor through:

- any CVs or cover letters you send to us and any application you make using our recruitment portal
- any conversations with our staff including during interviews
- emails or other correspondence you send to us, or that we send to you during the application process.

We may also be given information about you by the referees you provide for your application.

The personal data we collect about you through the methods described above includes your name, contact details (including phone numbers and electronic and postal addresses), your bank details and other pay information, physical/mental health and fitness to work information and any information you include in a Personal Disclosure Form or a Fit and Proper Person Declaration.

Equality monitoring information may be collected from you if you choose to provide it during the application process and this information will only ever be used for equality monitoring purposes.

We may also collect additional information from and about you during the performance of your role including emails or other correspondence you send to us, information about training and your attendance at briefings, your login credentials for our grant application portal, any opinions you record during your reviews of grant applications, information from your expense requests and your photograph which we will use for security purposes including issuing security passes when you attend our offices.

We also collect information about you that is not personal. We will use non-personal data rather than personal data wherever possible.

## How do we use your information?

We use the information we collect for the following purposes:

- To assess your application to be an Assessor and your suitability for the role, to accept/reject your application.
- For our internal administration purposes including communicating with you in your role as an Assessor and paying your fees and expenses.
- To provide support to you so that you can fulfil your role as an Assessor.
- To investigate and deal with any complaints, safeguarding issues, negligence, dishonesty, suspected fraud, terrorism, money laundering or other crimes.
- To help us maintain administrative and statutory records so we can better understand our Assessors and their activities.
- To tell you about any changes to your appointment as an Assessor, the assessment process and/or this policy.
- To create reports for statutory purposes.

## Who do we share your information with?

We will never sell your personal data. We also never share your personal data with other parties for their own marketing purposes unless you've agreed to this. However, we can't run our charity without involving other people and organisations.

The BBC will sometimes assist us with recruitment of Assessors including by sharing use of the BBC recruitment portal with us. Your information collected by the BBC for the purpose of recruitment of Assessors will only ever be used by the BBC for this purpose.

Your information may be disclosed to and processed by:

- Other funders, organisations, the police, regulators and/or fraud prevention agencies, regulatory authorities, governmental organisations, where required by law or where the Charity believe this is necessary to detect, investigate or prevent dishonesty, grant misuse, fraud, terrorism, money laundering or other crimes, where you have provided false information, or where the Charity has a legitimate interest to share the information or the other party has a legitimate interest in receiving it.
- Other people who help us provide our online platforms, websites, marketing and related services to you. They include technology experts who host our online grant application and management platform and general service companies such as printers, mailing houses and distribution companies who help us send out our communications.
- Our professional advisors including our lawyers and technology consultants when they need it to give us their professional advice.
- The Police, other law enforcement agencies, local authorities, HMRC, the courts, the Charity Commission, the Scottish Charity Regulator, Office for Security and Counter Terrorism, Charity Commission for Northern Ireland and any other regulator or government authority if they ask us to do so.

- We may also share the information we collect where we are legally obliged to do so, e.g. to comply with a court order.

## International transfer of your information

We will always seek to store your personal information in the UK. However, on some occasions, the information we collect may be transferred to suppliers who may store and use such data at premises in other countries.

This means that when we collect your personal information, we may share it with our suppliers and partners who may process your personal information in countries outside the UK. Where we allow a supplier to process your personal information outside of the United Kingdom, we will ensure that we create and maintain appropriate safeguards with our suppliers so that your personal information is subject to the same standards and protections as apply to us when we are processing your personal information in the UK.

Our grant application portal is run by our technology partners Buzzacott Computer Services Limited and Blackbaud Europe Limited using servers based inside the European Economic Area. Very occasionally, for trouble shooting purposes, your personal data may be processed by Blackbaud Inc in the USA using Microsoft Corporation in the USA. Blackbaud Inc and Microsoft Corporation are certified as providing an adequate level of protection over your personal data under the Privacy Shield. You can find more information about the Privacy Shield [here](#).

For processing payments for your work and any expenses, we use Access Dimensions which is provided by the Access Group who process all personal data in the UK.

## Security of your information

We take the security of your information very seriously. We use appropriate procedures and technical security measures (including encryption and archiving techniques) to safeguard your information across our computer systems, networks and websites.

If you have any concerns about the security of your own personal computers and mobile devices, we suggest you read the advice of Get Safe Online, which can be accessed [here](#).

## Committee Members



## Lawful basis of processing

We will have explained our legal basis for processing when we collected or shortly after we first received your personal data. If you have questions about or need further information concerning the legal basis on which we collect and use your personal information, please contact us using the contact details provided under “CONTACT US” below.



## What information do we collect and how?

We collect all information you choose to provide to us about yourself when you apply to be a Committee Member through:

- any CVs or cover letters you send to us and any application you make using our recruitment portal
- any conversations with our staff including during interviews
- emails or other correspondence you send to us, or that we send to you during the application process.

We may also be given information about you by the referees you provide for your application.

The personal data we collect about you through the methods described above includes your name, contact details (including phone numbers and electronic and postal addresses), your bank details and other pay information, physical/mental health and fitness to work information and any information you include in a Personal Disclosure Form or a Fit and Proper Person Declaration.

Equality monitoring information may be collected from you if you choose to provide it during the application process and this information will only ever be used for equality monitoring purposes.

We may also collect additional information from and about you during the performance of your role including emails or other correspondence you send to us, information about your attendance at committee meetings and the views you express at those meetings, your login credentials for our grant application portal, any opinions or feedback you choose to submit in response to surveys, information from your expense requests and your photograph which we will use for security purposes including issuing security passes when you attend our offices.

We also collect information about you that is not personal. We will use non-personal data rather than personal data wherever possible.

## How do we use your information?

We use the information we collect for the following purposes:

- To assess your application to be a Committee Member and your suitability for the role, to accept/reject your application.
- For our internal administration purposes including communicating with you in your role as a Committee Member and paying your fees and expenses.
- You will be listed as a Committee Member on documentation provided to staff members, Assessors and other Committee Members.
- To provide support to you so that you can fulfil your role as a Committee Member.
- To manage any additional duties as part of your role as a Committee Member, such as being an ambassador for BBC Children in Need, volunteering at events and attending events on our behalf.

- To investigate and deal with any complaints, safeguarding issues, negligence, dishonesty, suspected fraud, terrorism, money laundering or other crimes.
- To help us maintain administrative and statutory records so we can better understand our Committee Members and their activities.
- To tell you about any changes to your appointment as a Committee Member, the assessment process and/or this policy.
- To create reports for statutory purposes.

## **Who do we share your information with?**

We will never sell your personal data. We also never share your personal data with other parties for their own marketing purposes unless you've agreed to this. However, we can't run our charity without involving other people and organisations.

The BBC will sometimes assist us with recruitment of Committee Members including by sharing use of the BBC recruitment portal with us. Your information collected by the BBC for the purpose of recruitment of Committee Members will only ever be used by the BBC for this purpose.

Your information may be disclosed to and processed by:

- Our trustees for their approval or ratification of your appointment as a Committee Member.
- Other funders, organisations, the police, regulators and/or fraud prevention agencies, regulatory authorities, governmental organisations, where required by law or where the Charity believe this is necessary to detect, investigate or prevent dishonesty, grant misuse, fraud, terrorism, money laundering or other crimes, where you have provided false information, or where the Charity has a legitimate interest to share the information or the other party has a legitimate interest in receiving it.
- Other people who help us provide our online platforms, websites, marketing and related services to you. They include technology experts who host our online grant application and management platform and general service companies such as printers, mailing houses and distribution companies who help us send out our communications.
- Our professional advisors including our lawyers and technology consultants when they need it to give us their professional advice.
- The Police, other law enforcement agencies, local authorities, HMRC, the courts, the Charity Commission, the Scottish Charity Regulator, Office for Security and Counter Terrorism, Charity Commission for Northern Ireland and any other regulator or government authority if they ask us to do so.
- We may also share the information we collect where we are legally obliged to do so, e.g. to comply with a court order.

## **International transfer of your information**

We will always seek to store your personal information in the UK. However, on some

occasions, the information we collect may be transferred to suppliers who may store and use such data at premises in other countries. This means that when we collect your personal information, we may share it with our suppliers and partners who may process your personal information in countries outside the UK.

Where we allow a supplier to process your personal information outside of the United Kingdom, we will ensure that we create and maintain appropriate safeguards with our suppliers so that your personal information is subject to the same standards and protections as apply to us when we are processing your personal information in the UK.

If you use our grant application portal, this is run by our technology partners Buzzacott Computer Services Limited and Blackbaud Europe Limited using servers based inside the European Economic Area. Very occasionally, for trouble shooting purposes, your personal data may be processed by Blackbaud Inc in the USA using Microsoft Corporation in the USA. Blackbaud Inc and Microsoft Corporation are certified as providing an adequate level of protection over your personal data under the Privacy Shield. You can find more information about the Privacy Shield [here](#).

For processing payments for your work and any expenses, we use Access Dimensions which is provided by The Access Group who process all personal data in the UK.

## Security of your information

We take the security of your information very seriously. We use appropriate procedures and technical security measures (including encryption and archiving techniques) to safeguard your information across our computer systems, networks and websites.

If you have any concerns about the security of your own personal computers and mobile devices, we suggest you read the advice of Get Safe Online, which can be accessed [here](#).

## Suppliers



### Lawful basis of processing

Our lawful basis for processing your personal data is either that it is in our legitimate interests or that is necessary for performance of a contract. If you have questions about or need further information concerning the legal basis on which we collect and use your personal information, please contact us using the contact details provided under "CONTACT US" below.

### What information do we collect and how?

We collect information provided to us about you when your organisation becomes a supplier to BBC Children in Need which could include your name (if that is also the name of your organisation or if you are the named personal contact for BBC Children in Need at your organisation), your email address and telephone number if you are named contact at your organisation and your postal address and bank details if those are the details your organisation uses for invoicing purposes.



We will collect any personal data you choose to input into our procurement portal or include in any tender documentation.

We may also collect information about you from credit checking agencies to the extent relevant to your organisation and from sources such as social networks.

We will collect additional information from and about you during your organisation's performance of its role as supplier to BBC Children in Need including emails or other correspondence you send to us, your login credentials for any systems to which you require access in order for your organisation to perform the services being provided to BBC Children in Need, any opinions or feedback you choose to submit in response to surveys, any information you provide in invoices and your photograph which we will use for security purposes including issuing security passes when you attend our offices.

We may also collect information about you that is not personal. We will use non-personal data rather than personal data wherever possible.

## **How do we use your information?**

We use the information we collect for the following purposes:

- To assess your organisation's proposal to be a supplier to BBC Children in Need.
- For our internal administration purposes including communicating with you within your organisation and paying your invoices.
- To allow you access to our systems if such access is required for your organisation to perform the services being provided to BBC Children in Need.
- To comply with any contractual arrangements between us.
- To assess your organisation's compliance with BBC Children in Need policies and evaluate your organisation's performance as a supplier to BBC Children in Need.
- To ask you for feedback on our supplier processes.
- To investigate and deal with any complaints, safeguarding issues, negligence, dishonesty, suspected fraud, terrorism, money laundering or other crimes.
- To help us maintain administrative and statutory records so we can better understand our suppliers, their activities and their performance.
- To tell you about any changes to your appointment as a supplier and/or this policy.
- To create reports for statutory purposes.

## **Who do we share your information with?**

We will never sell your personal data. We also never share your personal data with other parties for their own marketing purposes unless you've agreed to this. However, we can't run our charity without involving other people and organisations.

We may share your information with the BBC, BBC Group companies and Children in Need Limited (our trading subsidiary) for administration and contract management purposes.

Your information may be disclosed to and processed by:

- Other people who help us provide our internal systems, online platforms, websites, marketing and related services to you. They include technology experts who host our platforms and general service companies such as printers, mailing houses and distribution companies who help us send out our communications.
- Our professional advisors including our lawyers and technology consultants when they need it to give us their professional advice.
- The Police, other law enforcement agencies, local authorities, HMRC, the courts, the Charity Commission, the Scottish Charity Regulator, Office for Security and Counter Terrorism, Charity Commission for Northern Ireland and any other regulator or government authority if they ask us to do so.
- Regulators and/or fraud prevention agencies and governmental organisations where required by law or where the Charity believe this is necessary to detect, investigate or prevent dishonesty, grant misuse, fraud, terrorism, money laundering or other crimes, where you have provided false information, or where the Charity has a legitimate interest to share the information or the other party has a legitimate interest in receiving it.
- We may also share the information we collect where we are legally obliged to do so, e.g. to comply with a court order.

## **International transfer of your information**

We will always seek to store your personal information in the UK. However, on some occasions, the information we collect may be transferred to suppliers who may store and use such data at premises in other countries. This means that when we collect your personal information, we may share it with our suppliers and partners who may process your personal information in countries outside the UK.

Where we allow a supplier to process your personal information outside of the United Kingdom, we will ensure that we create and maintain appropriate safeguards with our suppliers so that your personal information is subject to the same standards and protections as apply to us when we are processing your personal information in the UK.

For accounting purposes and for processing payment for your goods/services, we use Access Dimensions and Focalpoint which are provided by The Access Group who process all personal data in the UK. For formal procurements we may use the Bravo system which also stores all personal data in the UK. We use DocuSign for electronically signing contracts and data is processed in Germany and the Netherlands.

## **Security of your information**

We take the security of your information very seriously. We use appropriate procedures and technical security measures (including encryption and archiving techniques) to safeguard your information across our computer systems, networks and websites.

If you have any concerns about the security of your own personal computers and mobile devices, we suggest you read the advice of Get Safe Online, which can be accessed [here](#).

# How long do we keep your information?

To make sure we meet our legal, data protection and privacy obligations, we only hold on to your personal information for as long as we need it for the purposes for which we collected it (see section 'How do we use your information' above) and in accordance with our retention policy.

If you would like to see a summary of our retention policy please contact us using the contact details provided under "CONTACT US" below.

## Managing your information

We need to keep the information we gather about you accurate and up-to-date. Please let us know if you think any of the information we hold on you may be inaccurate. You have the following rights in respect of the personal information we hold about you.

If you wish to access, correct, update or request deletion of your personal information, you can do so at any time by contacting us using the contact details provided under "CONTACT US" below and we will comply with your request where your rights have been exercised in accordance with applicable laws.

You can object to processing of your personal information, ask us to restrict processing of your personal information or request portability of your personal information. Again, you can exercise these rights by using the contact details provided under "CONTACT US" below and we will comply with your request where your rights have been exercised in accordance with applicable laws.

If we have collected and process your personal information with your consent, then you can withdraw your consent at any time. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect processing of your personal information conducted in reliance on lawful processing grounds other than consent.

If you have any worries or complaints about the way we use your information, please don't hesitate to get in touch with us. We'll do our very best to set your mind at rest or put things right. And if, for whatever reason, you feel we're not meeting the exceptionally high standards we expect of ourselves, you're within your rights to tell the UK Information Commissioner's Office (ICO).

And don't forget that with modern technology you have more and more personal control over what information we and other organisations collect. For example, you can normally delete cookies and tracking technologies sent to your web browser. You can also change related settings to restrict them, such as by using a private browsing mode (although this may affect your browsing experience on some websites).

Plus, you can use the settings options in your mobile devices to restrict what sort of information websites and mobile apps are able to access and use about you. Online advertising networks, social media platforms and search engines (Google etc.) also provide tools to manage the data they collect about you, and how it is used and shared.

We urge you to look out for these functions and tools and use them to manage your privacy in a way that suits you best.



# Updates to this Privacy Policy

We will need to update this policy from time to time. Whenever we make material changes, we'll endeavour to tell you in advance by sending a service message to you if we hold your email address. Otherwise, please look out for the flags on our websites and materials which indicate we have changed this policy.

If you continue to share information with us or use our websites after we've changed our policy, we'll take it that you accept the changes.

## Contact us

You're welcome to get in touch with us to discuss your information at any time.

Our contact details are [here](#).

Thank you very much for taking the time to read this policy.

BBC Children in Need

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*Version 6 April 2020*