

# Cat Call's Privacy Policy

## GDPR Compliance

### Privacy Notice

"We are committed to respecting your privacy and keeping your personal information safe."

### How we may use your information

We will not rent, swap or sell your personal information (for example: name, address, phone numbers, email address, photographs) to other organisations for them to use in their own marketing activities.

The legal basis that we rely on for processing your data will depend upon the circumstances in which it is being collected and used, but will in most cases fall into one of the following categories:

- where you have provided your consent to allow us to use your data in a certain way
- where the processing is necessary to carry out for the performance of a contract with you
- where the processing is necessary in order for us to comply with a legal obligation; or
- where it is in our legitimate interests to perform our functions, for example, processing donations or sending you administrative communications where our legitimate interest is to raise funds and to deliver our charitable purposes

### Legal requirements

We may disclose your personal/sensitive personal information when required to by law, for example, to HMRC for tax purposes. We safeguard the sharing of such information by using formalised information sharing agreements with organisations where appropriate, or on an ad hoc basis after ensuring the request and disclosure are legally compliant.

### Data research and accuracy

On occasion we feature case studies on our website and materials about the amazing work that our supporters and volunteers undertake for us. In both instances we will always obtain your prior consent before using your data in these ways.

### Other ways we may use your information:

- **Reporting a concern about Cat welfare to us**

When reporting a Cat welfare concern to us, we will treat your personal information in confidence. We use your personal information for the purposes of Cat welfare and for the prevention and detection of cruelty or abandonment and to provide brief updates to you in relation to the case if requested. We do not use your personal information for any

other purpose unless we obtain your prior consent to do so. Once the case is resolved, we will not retain your personal information unless you ask us to do so.

- **Our donors and supporters**

To make an online donation or payment by direct debit or payment card, you will be directed to a payment gateway which uses security features and encryption to ensure your data remains safe. We offer the use of PayPal and Charity Checkout for our online donations and have payment gateways operated on behalf of and under contract to us by these service providers. Further information about the collection and use of your data will be provided on the relevant payment gateway for you. When you make a donation via one of these service providers, we will thank you by email and never contact you again unless you specifically request us to do so.

- **Our members**

If you are a member of Cat Call we need to hold your personal information so that we can keep our register of members up to date. We will communicate with you twice a year to let you know about the Interim Meeting (usually held in November) and the AGM (held in April) along with a reminder about your Cat Call membership renewal. If you choose not to renew your membership after its expiry, we will delete your details from our records and not contact you again.

- **Rehoming a Cat from us or signing a Cat over to us**

When you apply to re-home a Cat from us, we'll need to retain your personal information such as your name, address, telephone number, email address for the reasonable duration of the Cat's life. If you choose to re-home one of our Supported Cats, we will need to retain your personal information and share this information with our nominated Veterinary Clinic, for the duration of the Cat's life. We ensure that all Cats are microchipped when they are re-homed from us. We will share your personal information with a microchip company in case your Cat goes missing. Depending on which microchip is used, this will be one of the following providers: Anibase or Petlog. They may also offer a 4-6 week free pet insurance with the option to renew on expiry. These organisations will also have to comply with GDPR legislation which you can view on their websites. If you sign a Cat over to us because you are no longer able to look after it, we'll need to retain your personal information such as your name, address, telephone number, email address for the reasonable duration of the Cat's life.

- **Reporting a Cat Lost or Found**

When you contact us for help regarding a Cat you have Lost or have Found, we'll need to hold your personal information such as your name, address, telephone number, email address. You will need to complete the appropriate form via our website and it will ask you to provide the relevant information to us. You should also read through our Terms and Conditions at the bottom of the form to make sure you fully understand the procedure. You can also contact us by calling the Hot Line number if you wish to discuss the matter or need clarification on any point. For Lost Cats, this will enable us to contact you, should your Cat be reported to us as found by a member of the public, in order to re-unite you with your Cat. We will post the details of your missing Cat on our website, with a description and a photo if you provide it to us. We will always agree with you what is to be published on our website and will not put your personal details on our website, unless you specifically ask us to do so by ticking the appropriate box on our 'Lost My Cat' form. For Found Cats, we will not pass your details on to anyone outside of Cat Call, even if the Cat

is reunited with its owner, unless you specifically ask us to do so by ticking the appropriate box on our 'I Have Found A Cat' form. When a reported Cat is either reunited with its owner, or taken in by Cat Call, we will not retain your personal information, unless you specifically ask us to do so for updates on the Cat's progress.

In both instances, if you tick the "YES" box against the question "Are you happy for your contact details to be posted?" you are agreeing to have your contact details posted on our Cat Call website and our Social Media (Facebook, Twitter and Google Plus). Our Terms and Conditions at the bottom of form make it clear that whilst we can and will remove your contact details from our website, once the Cat is found, reunited or if you ask us to, we are not able to remove your contact details from Social Media. If you do not want your contact details posted in this way, **DO NOT TICK THE "YES" BOX**. We will then put the Cat Call Hot line number as the point of contact instead.

### • **Volunteers**

If you apply to volunteer with us, whether it be to help in our little shop on a regular basis or to help out for a one off fundraising event, we'll hold the personal information you provide us with for the duration that you volunteer with us for, simply to keep in touch with you. We won't hold your personal information for any longer than is necessary.

### • **Visitors to our website**

When someone visits our website, we use a third party service, Go Daddy, to collect standard internet log information. We do this to find out things such as how our website was accessed, and the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone.

### **Cookies**

We do not use Cookies on our website.

### **Information security**

We ensure your data is kept secure by using up-to-date security features and procedures and we respect the privacy of all visitors to our website.

Our website may also include links to other websites, not owned, associated or managed by Cat Call. Whilst we try our best to only link to reputable websites we cannot be held responsible for the privacy of information collected by sites not managed by us, nor can we accept responsibility or liability for them. For this reason you should consult the privacy notice on any external website you link to before you submit any personal information to those websites.

### **Telling us when things change**

You can change your mind at any time about how we contact you or ask us to stop contacting you. You can contact us at: [catcall@btconnect.com](mailto:catcall@btconnect.com)