



Privacy Policy

Bristol Animal Rescue Centre and Bristol A.R.C. are the working names for RSPCA Bristol & District Branch (a charity registered in England & Wales 205858). Funds raised under our working names may be used at the discretion of the RSPCA Bristol and District Branch Trustees to support the work of the Bristol Dogs and Cats Home

In 1953 the RSPCA Bristol and District Branch was linked with the Bristol Dogs and Cats Home under a scheme registered with the Charity Commission. Since then our charities have worked at one site with a single mission, to help, heal and rehome the unwanted, stray and other animals in greatest need in Bristol. To help provide a clear sign of how our charities deliver this mission we launched our working names, Bristol Animal Rescue Centre (Bristol A.R.C.) in January 2018. We use these names for all our activities including providing veterinary treatment and care, rehoming, fundraising, education and communications.

RSPCA Bristol and District Branch is registered as a data controller for the purposes of the General Data Protection Regulations (GDPR) and any subsequent UK legislation covering data protection. Our working names Bristol Animal Rescue Centre (Bristol A.R.C.) and that of our linked charity the Bristol Dogs and Cats Home are also noted on the register. Details can be found on the ICO website, <https://www.ico.org.uk/about-the-ico/what-we-do/register-of-data-Controllers/>. **For ease of reference this policy will refer to Bristol A.R.C. throughout.**

Bristol A.R.C. is committed to protecting and respecting your privacy. This Policy sets out why we collect personal information about individuals and how we use that information. It explains the legal basis for this and the rights you have over the way your information is used.

This Policy covers Bristol A.R.C. in relation to the collection and use of the information you give us. We may change this Policy from time to time. If we make any significant changes we will advertise this on the website or contact you directly with the information. Please check this page occasionally to make sure you are happy with any changes.

If you have any questions about this Policy or concerning your personal information please contact our Data Control Officer at DCO@bristolarc.org.uk or by post to 48, Albert Road, St Philips, Bristol BS2 0XA

What type of personal information we collect

The type and amount of information we collect depends on why you are providing it.

The information we may collect when you make an enquiry includes your name, date of birth, email address, postal address, phone number and communication preferences.

If you are registering as a client for our veterinary services or are already a client the information we may collect in addition to your full contact details (name, postal address, telephone number and email address) includes your details of eligibility for our charitable services (details of benefits you are on including housing or council tax, the number of adults and/or children in your household, your sources of income and what you spend on rent/mortgage and council tax), your pet(s) records, treatments, financial transactions and communications.

We may also collect information on your health to ensure we provide the most appropriate advice and treatment for your pet(s).

We may also need to use your personal information for the prevention of fraud, to identify any misuse of our services or for debt recovery.

If you are interested in adopting an animal from us, including applying to adopt and reserving an animal, in addition to asking for your name and full contact details (postal address, telephone number and email address) we ask you to provide us with information about your home, personal circumstances and in some cases health or mobility requirements so that we are better able to match you with an animal that is going to best meet its, and your or your family's needs

If you wish to gift your animal(s) to us for rehoming we will ask for your name and full contact details (postal address, telephone number and email address). We may also ask you for information about the home circumstances the animal has come from, the animal's medical records and any legal requirements relating to the animal(s) to help us assess how we might safely and permanently rehome them

If you bring in a stray animal we may ask for your name and full contact details (address, telephone number and email) in order to be able to contact you for further details about the circumstances in which you found the animal to help us with medical diagnosis or treatment, with locating the animal's owner or where the condition of the animal indicates the possibility of a case of severe neglect or injury.

If you bring in a wild animal we may ask for your name and full contact details (address, telephone number and email) in order to be able to contact you for further details about the circumstances in which you found the animal to help us with medical diagnosis or treatment, or if we believe there is a reasonable possibility the animal can be released back into the wild in the same area in which it was found.

If you are a supporter, for example making a donation, volunteering, registering to fundraise, signing up for an event in addition to asking for your name and contact details (your full address, email address and your phone number) we may ask for :

- Sensitive personal information (called "special category" information) where there is a clear reason to do so, for example relating to your health and then only when appropriate such as participation in a marathon or similar fundraising event, or where we provide appropriate support to enable you to participate in an event.
- If you volunteer for us we may need to use your personal information to manage your volunteering activity, deliver training, involve and update you on our projects and campaigns and to ensure your safety.

- If you kindly donate goods to our charity shop(s) or interact with our ebay store we may also ask you for information on your tax status in order to recover Gift Aid (where you have completed a Gift Aid Declaration)

If you use your credit or debit card to pay us, donate to us, or buy something from us we pass your card details securely to our payment-processing partner as part of the payment process. We do this in accordance with the Payment Card Industry Security Standard and do not store the details on our website or databases. If you have kindly added Gift Aid to your donation we must record the fact that you are a UK taxpayer and we have to maintain a record of the amount of Gift Aid we have claimed.

When you purchase an item from us online we will collect certain information from you including your name, postal address, telephone number, email address and payment details, so that we can process and send you your item or contact you if we have any queries regarding your purchase.

If you are a job applicant the information you are asked to provide is as set out in the application and necessary for the purposes of our considering your application.

How we collect information

We may collect information from you whenever you contact us or have any involvement with us for example when you:

- visit our website (see our Cookies policy <https://www.bristolarc.org.uk/privacy-policy/>)
- donate to us or fundraise for us
- enquire about our activities or services including our veterinary, gift animal and rehoming services
- When you bring a stray or wild animal to us
- sign up to receive news about our activities
- create or update a profile
- post content onto our website/social media sites
- volunteer for us
- attend a meeting with us and provide us with information
- take part in our events
- contact us in any way including online, email, phone, SMS, social media or post

Where we collect information from

We collect information:

(1) From you when you give it to us directly:

- a) You may provide your details when you ask us for information or make a donation, volunteer, buy from our Ebay store, attend our events contact us for any other reason.
- b) You may provide your details when you enquire about your eligibility or register for our veterinary services
- c) You may provide your details as part of the process of applying to adopt one of our animals and / or when you bring your own animal(s) in to gift to us for rehoming
- d) You may provide your details when you bring a stray or wild animal to us

(2) When you give it to us indirectly:

- a) Your information may be shared with us by other organisations such as fundraising sites like Just Giving or Virgin Money if you are fundraising for us. They should only

do so in the way they have set out in their own Privacy Policy which you should check when you give your details.

- b) Your information may be shared with us if your animal is microchipped, under the terms of our licensing conditions we scan all animals for microchips
- (3) When you have given other organisations permission to share it: Your information may be provided to us by other organisations if you have given them your permission. This might for example be your insurer, your previous vet / another vet you used, the microchip database organisation you used if your animal is microchipped, a charity working with us or might be when you buy a product or service from a third party organisation. The information we receive from other organisations depends on your settings or the option responses you have given them.
- (4) When you use our website: When you use our website information about you is recorded and stored. See the information about the use of cookies under that heading below.
- (5) When it is available on social media: Depending on your settings or the privacy policies applying for social media and messaging services you use, like Facebook, Instagram or Twitter, you might give us permission to access information from those accounts or services.
- (6) When you use our car parks, shop(s), veterinary clinic surgery or rehoming centre that usually have CCTV systems operated for the security of our visitors, clients, staff and volunteers and for the prevention of crime. These systems may record your image during your visit.

How we use your information

In simple terms, your personal information may be used to help us effectively deliver our charitable services or to help us raise funds for those charitable services. We have summarised below the different reasons why we do this (these are often referred to as 'purposes'). How we use your information for these purposes will depend on the nature of our relationship with you.

CATEGORY	EXAMPLES OF PURPOSES FOR WHICH WE COLLECT, STORE AND PROCESS YOUR INFORMATION
Rehoming Animals	<ul style="list-style-type: none"> • If you have registered to rehome a dog or cat from us we will use the information you provide us to help us find you the right animal • To provide you with aftercare services once you have rehomed an animal • To communicate with you regarding our wider work and how you might support Bristol A.R.C. in other ways

CATEGORY	EXAMPLES OF PURPOSES FOR WHICH WE COLLECT, STORE AND PROCESS YOUR INFORMATION
Taking in animals	<ul style="list-style-type: none"> • If you have contacted us to gift us your animal for rehoming, we will use the information you provide us to establish how we can best look after your animal while it is in our care • To assess how we might safely and permanently rehome your animal • To ensure the best conditions for releasing wild animals • To enable us to fulfil the requirements of our stray dog service provided on behalf of Bristol City Council • To enable us to provide the best treatment and support for all other stray animals • To enable us to meet the relevant legal requirements where they apply to animals brought into our care
Providing veterinary treatment, care or advice for your animal(s)	<ul style="list-style-type: none"> • To enable us to fulfil the provision of veterinary services under your Client Agreement • To enable us to fulfil our charitable purposes of reducing and preventing animal suffering • To enable us to offer advice, expertise and guidance to help you to meet the welfare needs of and care for your animal • To enable us to refer your animal to another vet for specialist treatment
Volunteering	<ul style="list-style-type: none"> • To enable us to recruit volunteers including our Home Visitors • To support and train volunteers and ensure their safety • To enable us to communicate with volunteers regarding their volunteering work, the wider work of Bristol A.R.C. and how they might support in other ways
Marketing and Fundraising	<ul style="list-style-type: none"> • To send you marketing including news and updates about our animals, general information about rehoming, volunteering and various ways you can support Bristol A.R.C., including fundraising, events and campaigning • To efficiently raise the fundraising income to allow us to be here for every animal in need in Bristol • To manage, facilitate and record financial transactions associated with fundraising • To manage events and fundraising activities • To ensure that as many supporters as possible maximise the value of their donation through Gift Aid
Legacies	<ul style="list-style-type: none"> • If you have got in touch with us about leaving us a legacy, we will manage and administrate your legacy pledge
Events	<ul style="list-style-type: none"> • To process registration fees, administer events • To collect and store images and videography with the purposes to promote future fundraising events
Media & PR	<ul style="list-style-type: none"> • Contacting you about press enquiries and case studies to help promote our work
RSPCA Membership	<ul style="list-style-type: none"> • Contacting you if you are a member of the national RSPCA (as defined under Branch Rules) about the RSPCA Bristol and District Branch AGM so that we can fulfil your contractual expectation to be invited to general meetings
Contracts for the supply of goods and services	<ul style="list-style-type: none"> • When necessary for carrying out your obligations under any contract between us

CATEGORY	EXAMPLES OF PURPOSES FOR WHICH WE COLLECT, STORE AND PROCESS YOUR INFORMATION
Donations	<ul style="list-style-type: none"> To process your donation and send you a thank you letter We may also use your personal information for the recovery of Gift Aid (where you have completed a Gift Aid declaration)
Retail trading and online purchases	<ul style="list-style-type: none"> To fulfil orders for goods and services
Enquiries	<ul style="list-style-type: none"> To enable us to record, consider and reply to enquiries
Research and Analysis	<ul style="list-style-type: none"> To send you surveys including seeking your views on our services or activities in order to improve them To carry out research in relation to our supporters and services including the operation of our website and your use of it We may also carries out click-through email tracking, which allows us to analyse when an email has been interacted with (e.g. opened or when links within it are clicked). This helps us to better understand the impact of our communications and success of our campaigns
Employment	<ul style="list-style-type: none"> To enable Bristol A.R.C. to select and recruit staff
Photograph / videography / CCTV footage	<ul style="list-style-type: none"> To archive and store images and videos for historical interest and event promotion To maintain the safety of our premises, staff, volunteers and visitors and to prevent crime

Our legal basis for processing your information

We are required under law to make sure that we have a valid ground for processing your data. The law sets out six different grounds for when personal data can be processed (plus additional ones where sensitive data is used) The four legal grounds that are most relevant to Bristol A.R.C.'s use of your personal information are:

- Consent
- Legitimate Interest
- Contract
- Legal Obligation

Overview

Bristol A.R.C. will only process your personal information if any of the following apply:

- We have asked you for your express **consent** and have a record of this (for example, we will ask for your consent to use information on your health in regard to the treatment of your pet(s) and to send you our newsletter and fundraising appeals by email)
- We have a **legitimate interest** to do so. Our use will be fair and balanced and never unduly have an impact on your rights (for example, it is in our legitimate interests to process information about your income and possible receipt of benefits to determine your eligibility as a client for our charitable veterinary services)
- We have a **contract** with you which we can only fulfil by using your personal information (for example, our Client Agreement if you are a client of our Bristol A.R.C. Clinic or if you purchase something from our shop)
- We have a **legal obligation** to use or disclose information about you (for example, we are required by law to keep a record of Gift Aid declarations for six years).

Consent

In some cases we will rely on consent, for example, to use information on your health in regard to the treatment of your pet(s) or to send you or make marketing and fundraising

emails, phone calls and text messages. In addition, if you register as a volunteer it can be very helpful if you share information on any medical conditions that may affect your ability to perform your voluntary work. You can withdraw consent for these channels and activities by contacting us at DCO@bristolarc.org.uk or at 0117 974 4197.

Legitimate Interests

This legal ground for processing means that we can process your personal information if we have a genuine and legitimate reason for doing so, and that reason is not overridden by your rights and interests as an individual.

Examples of the legitimate interests processing activities we undertake are:

Business Objectives	Processing Activities
To allow us to meet the welfare needs of and provide the best possible care for every animal in accordance with our charitable objectives.	<ul style="list-style-type: none"> To provide the appropriate veterinary treatment and care for your animal and to offer expert advice and guidance to enable you to meet the welfare needs of your animal To assess suitability for rehoming and to follow up with you about your rehoming enquiry To capture the information we need when we take in an animal, to allow us to care for that animal and if possible, ultimately rehome or release it To provide you with aftercare services once you have rehomed an animal from us To conduct home visits to assess suitability as part of the rehoming process To register new owners' details with microchip databases
To raise the fundraising income to allow us to be here for animals	<ul style="list-style-type: none"> To process your donations and Gift Aid where you have asked us to do so To send you marketing communications by post
For administration purposes	<ul style="list-style-type: none"> To provide you with information necessary to an event you have signed up for To provide you with information about any fundraising activities you have agreed to take part in To process payments due to us To follow up with you about your enquiry
To conduct research and analysis	<ul style="list-style-type: none"> To conduct supporter satisfaction research To invite you to take part in surveys or research to help improve our services To use public sources to improve our research
To analyse data to better understand our supporters and tailor our communications to them	<ul style="list-style-type: none"> To analyse your data in order to better understand your preferences, to improve our services, and to tailor our marketing communications to you To use public sources to add to our analysis

Business Objectives	Processing Activities
To recruit and manage volunteers	<ul style="list-style-type: none"> • To assess volunteer (including foster carer) applications and recruit volunteers • To communicate with volunteers about information that is essential to their role, and about the wider activities of Bristol A.R.C. • To process volunteers including Home Visitors data to effectively administer their close relationships with Bristol A.R.C. and provide them with appropriate care and support

We have considered and balanced our legitimate interests against individuals' privacy rights in these scenarios and we do not believe that any adversely affect our supporters' rights or interests. If you would like to find out more or ask us to stop processing your data in these ways, you can do this at any time by contacting us at DCO@bristolarc.org.uk

Contractual relationships

In some cases, we will be under a contractual obligation to provide you with goods and services, which means that we have to process your data in order to fulfil those obligations. An example of this is if you are rehoming an animal from us, or purchasing something from our shop(s). If you are a client of our Clinic your Client Agreement will also form a contractual relationship with us which requires us to process your data to fulfill our obligations to you under the Agreement.

A legal obligation

Sometimes we may have a legal obligation to process information about you – for example we are obliged to keep financial records including Gift Aid for six years. We are required to notify the local dog wardens with personal information stored on any stray dogs that are microchipped that are brought into our rehoming centre by members of the public, and we are also required to keep a record of your communication preferences, in accordance with the General Data Protection Regulation.

How we keep your information safe

We understand the importance of security of your personal information and take appropriate steps to safeguard it.

The security of our IT systems are maintained and managed through a Cyber Essentials certification programme run with the help of external IT support specialists who have no access to your personal information in order to do so. Reviews are undertaken four times a year and all units holding personal information are encrypted / password protected.

Financial and sensitive personal information is also encrypted / password protected.

All personal information held on paper is stored in locations that are not accessible to the public.

We always ensure only authorised persons have access to your information, which means only our staff, volunteers and contractors, and that everyone who has access is appropriately trained to manage your information.

No data transmission over the internet can however be guaranteed to be 100% secure. So while we strive to safeguard your information, we cannot guarantee the security of any information you provide online and you do this at your own risk.

Who has access to your information?

We may share your information with:

- specialist referral centres or specialist veterinary hospitals, when we refer your pet for specialist diagnosis or treatment;
- other veterinary professionals, if you request that we transfer your pet's patient history on transferring to another veterinary surgery;
- insurance companies with whom you have insured your pet;
- laboratories and other suppliers who you have agreed we may provide your details to and who require them in order to provide services in relation to your pet;
- Third parties who provide services for us, for example mailing services that we use to send out our newsletters and debt collection services when required . We select our third party service providers with care. We provide these third parties with the information that is necessary to provide the service and we will have an agreement in place that requires them to operate with the same care over data protection as we do.
- Third parties if we run an event in conjunction with them, for example the national RSPCA. We will let you know how your data is used when you register for any event.
- Analytics and search engine providers that help us to improve our website and its use.
- Third parties in connection with restructuring or reorganisation of our operations, for example if we merge with another charity. In such event we will take steps to ensure your privacy rights will be protected by the third party.
- Microchipping services where sharing your data will help reunite you with a lost animal
- RSPCA Inspectors where we believe there is a possibility of a case of severe neglect or injury relating to a stray or wild animal you have brought in to us
- Our volunteer Home Visitors to conduct home visits to assess suitability as part of the rehoming process

We may also disclose your personal information if we are required to do so under any legal obligation and may use external data for the purposes of fraud prevention and credit risk reduction, or where doing so would not infringe your rights, but is necessary and in the public interest.

Other than this, we will not share your information with other organisations without your consent.

Keeping your information up to date

We really appreciate it if you let us know if your contact details change. You can do so by contacting us at info@bristolarc.org.uk

Our use of “cookies”

“Cookies” are small pieces of information sent by a web server to a web browser, which enable the server to collect information from the browser. They are stored on your hard drive to allow our website to recognise you when you visit. Please read our cookies policy here <https://www.bristolarc.org.uk/privacy-policy/>.

Children's and Vulnerable Persons' Information

Vulnerable persons

Every supporter is treated as an individual with a unique background, experience and circumstance and every interaction between a supporter and a member of Bristol A.R.C. staff is different. We tailor our interactions to the individual we are speaking with and follow the Fundraising Regulator's best practice guide when dealing with vulnerable people.

Children

We appreciate that our supporters are of all ages. Where appropriate we will ask for consent from a parent or guardian to collect information about children (under 16s).

How long we keep your information for

We will hold your personal information for as long as it is necessary for the relevant activity. By way of example, we hold records of donations you make for at least six years so we can fulfil our statutory obligations for tax purposes or if you rehome an animal we'll keep details relating to your rehoming circumstances for 2 years, or if you bring a stray or wild animal into us we may keep your contact details for 1 month. If you would like more information on our Retention Policy please contact us at DCO@bristolarc.org.uk

Where we rely on your consent to contact you for direct marketing purposes, we will treat your consent as lasting only for as long as it is reasonable to do so. This will usually be for two years. We may periodically ask you to renew your consent.

If you tell us that you no longer want to receive further contact from us and you are on our supporter database, it may take a short while before our communications stop altogether as selection of supporter information for some of our appeals is done a few weeks in advance of mailing. If you request to receive no further contact from us, we will keep the information we hold on you and add you to our suppression lists to ensure that you do not receive unwanted materials in the future.

Your rights

You have the right to request details of the processing activities that we carry out with your personal information through making a Subject Access Request. Such requests have to be made in writing. More details about how to make a request, and the procedure to be followed, can be found in our Data Protection Policy. To make a request contact us at DCO@bristolarc.org.uk

You also have the following rights:

- the right to request rectification of information that is inaccurate or out of date;
- the right to erasure of your information (known as the "right to be forgotten");
- the right to restrict the way in which we are dealing with and using your information; and
- the right to request that your information be provided to you in a format that is secure and suitable for re-use (known as the "right to portability");
- rights in relation to automated decision making and profiling including profiling for marketing purposes.

All of these rights are subject to certain safeguards and limits or exemptions, further details of which can be found in our Data Protection Policy. To exercise any of these rights, you should contact our Data Protection Officer at DCO@bristolarc.org.uk or by post at 48, Albert Road, Bristol BS2 0XA.

If you are not happy with the way in which we have processed or dealt with your information, you can complain to the Information Commissioner's Office. Further details about how to complain can be found <https://ico.org.uk/make-a-complaint/>

Changes to this Privacy Policy

This Policy may be changed from time to time and we will advertise this on our website. If we make any significant changes we will contact you directly with the information.

Do please check this Policy each time you consider giving your personal information to us.

This Policy was last updated in August 2018