



Supporter Privacy Notice

Supporter Data

We also have a privacy procedure applying to clients, and employees and volunteers – this policy covers any other individual whose details we may keep, including individuals who are members of the charity, and people who have signed up for our newsletter or mailing list.

Categories of Data

These are the categories of data that we hold on supporters:

- Name
- Address
- Telephone number
- Email address

All of the above is provided directly by the individual.

In addition we may keep:

- Date of membership / sign up
- Records of any correspondence.

Data Transfers

This data is never transferred from Money Advice Plus, sold on, shared with any other charities, or businesses etc. We keep supporters details confidential in our office.

Where supporters have signed up for our newsletter their contact information is shared with mailchimp. Each newsletter sent has an option to “unsubscribe” which will remove your contact details from mailchimp’s list. Alternatively you can contact Money Advice Plus to ask to be removed.

Retention of Data

We keep supporter data for 5 years following sign-up or opt-in, after which we securely destroy. We will routinely contact supporters to ask them to actively opt-in within this time.

Data Controller

Money Advice Plus keeps your personal data in our office, and the data protection officer is Andrea Finch, who can be contacted on 01273 664000.

Your Rights

You have a right to withhold data:

We keep only data freely provided by supporters.

You have a right to be forgotten, and You have a right to restrict processing

When you have agreed to Money Advice Plus storing your data, you can withdraw this consent. You should do this in writing to the data controller. If you withdraw consent then we will remove your details from our mailing lists & anywhere else where it is stored.

You have a right to see all the data about you that we hold

You should request this in writing to the data protection officer, specifying an address to which we can post the data, or specifying if you require the information emailed in an electronic format. Information will be provided at the latest within one month of receipt. If requests for data are repetitive or otherwise excessive, then we will follow GDPR guidance.

You have a Right to correct data if we have got it wrong

You should address requests for correction to the data protection officer.

Your Right to Complain

You have a right to complain. Please address complaints to the data protection officer.

You Have Rights in relation to automated decision making & profiling

Money Advice Plus does not use automated decision making & profiling