



VMM PRIVACY POLICY

This is the privacy policy of Volunteer Missionary Movement (VMM)

VMM is a registered charity in England and Wales 1078695, company number 03769657, in Ireland charity number CHY9552. Both organisations are data controllers and processors of your information under the conditions of the Data Protection Act 2018. The 2018 Act replaces the 1998 Data Protection Act from May 25 2018. This privacy policy applies to the Charities and the limited company.

Contact information

Our postal addresses and contacts are:

- VMM England and Wales or UK, Liverpool Hope University, Hope Park, Liverpool, L16 9JD
- VMM Ireland, 64 Lower Rathmines Road, Rathmines, Dublin 6, D06 N2H1
- VMM Africa, c/o PO Box 4656, Kitale 30200, Kenya.
- To receive additional information about our data protection policy please info@vmminternational.org

Introduction

At VMM we take your privacy very seriously and we're committed to protecting your personal information that you've shared with us. The statements below explain how we collect and use the information which you give us.

Our aim is to safeguard your privacy whilst providing a personalised and valuable experience. Collecting personal information is necessary if we are to satisfy the expectations and requirements of our supporters and volunteers. It's also a legal requirement for some of the things we do such as processing donations.

The use of your personal information, why we collect it and what we save varies depending on how you interact with VMM, what consent you have given us and what the situation is. We have done our best to indicate this throughout the statement. There may be other privacy policies that apply to certain services we provide. We will make these explicit when they apply. Please read them before you subscribe for such services.

Our full privacy policy is explained below, but the main points to note are:

- We will only ever ask for what we really need to know.
- We will collect and use the personal data that you share with us transparently, honestly and fairly.
- We will always respect your choices around the data that you share with us and the communication channels that you ask us to use.
- We will put appropriate security measures in place to protect the personal data that you share.
- We will never sell your data.

What information we collect

We may collect a variety of personally identifiable or sensitive information from you for various reasons. For example, we may collect:

- Any **personal details** you may choose to give us, such as your name, age, or address. We save this so we can keep in touch with you.
- Your **financial details**, if you have made a donation or work with us. We also would use this to process your gift and/or Gift Aid.
- Your **education and employment background**, in order to process your application if you have applied to work or volunteer with VMM
- Any **equal opportunity data, or physical or mental health information** that you may have given us if you apply to volunteer. This could be to volunteer overseas, in our offices in Dublin or anywhere in the UK such as our charity shops. This is so we can fully and fairly administer your application.

Why we collect information

Information helps make the fight against poverty possible. Whenever you interact or communicate with us, we collect personal information. This information allows us to function and become more efficient. Some examples may include:

- **Processing volunteer and employee applications.** Your personal and sensitive information allows us to communicate with you and assess your suitability for the role either abroad or in our regional activities in the UK or Ireland.
- **Continuously improving.** We value any feedback, including complaints, you may have. In order to increase the impact we make and to improve the service we provide to you and others, we need to communicate with you and collect personal information.
- **DBS or Garda Vetting** information is required for many volunteer posts both abroad and working locally in our charity.
- **To administer membership records.** Returned VMs (volunteers) and those involved in the membership of our organisation
- **Fundraising and promoting interests of VMM**

Being able to communicate with you is highly important to us, as your support can help transform the lives of poor communities around the world.

We would like to use the personal details you provide for us to communicate with you about the impact you make and to update you on activities and programmes we are planning or coordinating.

We may also let you know about other ways you could help us – whether that's through fundraising, campaigning, events, volunteering, trading activities or educational activities.

So we can communicate with you in the ways that suit you best, we may create a profile of your interests, preferences and support. Creating profiles allows us to target our resources effectively. We may use additional information which is publically available such as where you live or your age, which may help us to promote our short-term programme or to ask for your help in making church appeals.

When you give us your details we will always tell you what we are going to do with them. If we request your contact details for any reason, you will always have an option to not give us them or to opt out. It is always your choice and you can change your mind at any time by contacting info@vmminternational.org

Where we collect information from

Examples may include:

- **From you directly**, for example, when you fill out one of our volunteer applications or when you make a donation
- **From external sources**, for example, when you create an Everyclick or iDonate fundraising page or when you interact with us on social media.

- **From other organisations**, when you give permission or where your personal data is available publicly. By using these sources of information, we can ensure that our letters get to you and that the information you receive from us is relevant.
- **From our website**, when you visit. For example, we use software such as Google Analytics to identify which pages on our website are visited most. This information is collected automatically. It does not contain any personal or sensitive information, so browsing is anonymous.

How long we keep your information for

We keep personal information for different lengths of time dependent on the purpose. For example, we would like to keep volunteer information beyond the length of a placement so we can keep in touch about our work, continue our relationship together and give volunteers the opportunity to contribute or volunteer in other areas of our organisation.

We want to ensure that the personal information we collect from you is used to appropriately support our work together and respects any future dealings that you would like to have with us. For example, many people ask to receive references for their volunteer work. In these cases, it is important we have the correct personal information on file. You can ask to be removed from our database at any time.

Who we share your personal information with

We may need to disclose your details if required to by the police, regulatory bodies or legal advisers, payroll administrators, medical emergency providers. We also use other organisations, e.g. for fundraising or to send out newsletters.

Third parties with which we share your information are only authorised to use that information to fulfil their contractual obligations to us. They are not permitted to use it for any other purpose. We retain full responsibility for how your personal information is used and we conduct comprehensive checks on these companies before we work with them and periodically throughout the duration of our relationship.

See a non-exhaustive list of our third party processors below:

Link to [MailChimp privacy notice](#) – bulk emails

Link to [Salesforce privacy notice](#) - CRM

Link to [Google privacy notice](#) – website analytics

Link to [Hope University privacy notice](#) - website administration

Link to [123-Web domain privacy notice](#) - website administration

Link to [iDonate privacy notice](#) – fundraising

Link to [Everyclick privacy notice](#) – fundraising

Link to [GlobalGiving privacy notice](#) – fundraising

Link to [CSAS Online privacy notice](#) - DBS administration

Link to [LCVS privacy notice](#) - payroll

Link to [volunteercentre liverpool privacy notice](#) – recruitment

Link to [Charity Jobs privacy notice](#) – recruitment

Link to [SAGE 50 privacy notice](#) – finance programme all names of suppliers and donations

We never sell your personal details with third parties for the purpose of marketing. Sometimes we may need to share your information with external organisations. Some of our suppliers and country offices are outside the European Economic Area. Whenever we share or transfer your personal information, we comply with the standards set by the GDPR and this privacy statement at a minimum.

How we hold and process your personal data

To ensure that we communicate with you through your preferred channels (e.g. post, email, phone or text message), you can update your preferences at any time. To change your preferences, contact our data team at info@vmminternational.org

To be compliant with the Data Protection Act 2018, we need to have a legal basis through which we may hold and process your data. Having completed the relevant assessments, VMM is using legitimate interest as our legal basis for all postal communication, and for telecommunication where we have existing, GDPR-compliant consent. For all other telemarketing, email and text messaging our legal basis for processing will be consent.

Keeping your details up to date

The accuracy of your information is important to us. If you change your home or email address, or if any of the other information we hold is inaccurate or changes in any way, or even if you simply wish to check the data you have shared with us is up to date, please contact on info@vmminternational.org

Website tracking

As part of our security measures, every time our website is accessed, we record the date, time and the IP address used. In some circumstances this may mean that record is linked to the personal data you have shared. Sometimes the device used to access the website (e.g. a mobile phone, tablet, laptop) may provide us with further information, such as the device and operating system. Using this information helps us to improve our site performance for example by understanding the times of day and days of week at which we see peak traffic, and to assess the popularity of different areas of the site.

Use of cookies

Cookies are small pieces of information sent by a web server to a web browser, which enables the server to collect information from the browser. Like many websites VMM uses cookies to provide you with a more personalised web service, including monitoring the performance of our web pages, building a profile of the ways in which you use our website and finding people with similar profiles to you, which helps us to provide personalised content on social media sites you visit. Read further information about our [use of cookies](#).

You may avoid the use of cookies by selecting the appropriate settings on your browser (more details of how to change this will depend on which browser you are using (e.g. Google Chrome or Microsoft Internet Explorer). Please note that if you do this you may not be able to use the full functionality of our website.

Internet-based transfers and processing

The Internet works as a global environment. This means that using it to collect and process personal data often involves the international transmission of data, and on occasions processing of personal data by third parties (including social media companies) outside the European Economic Area.

Although this may happen, you can be reassured that the data will always be held securely and in line with the requirements of UK data protection legislation. However, we want you to be aware that by communicating electronically with us, you understand and agree to our processing of personal data in this way. If you do not agree to your personal data being processed by social media companies, please contact our data information team on info@vmminternational.org

How your information is secure

The security of your information is of utmost importance to us. We seek to use reasonable measures to protect your information as required by the law, in line with industry standards and in accordance with the policies VMM has set. Sensitive data is held under strict security conditions. If you have any reason to believe that any personal information we hold is no longer secure, please contact us immediately.

Further information

The laws that say how your personal information can be used are:

- [The Data Protection Act 1998](#)
- [The Privacy and Electronic Communications Regulations 2003](#)
- [The General Data Protection Regulation \(GDPR\)](#)
- http://www.citizensinformation.ie/en/government_in_ireland/data_protection/overview_of_general_data_protection_regulation.html

- https://ec.europa.eu/commission/priorities/justice-and-fundamental-rights/data-protection/2018-reform-eu-data-protection-rules_en
- <https://www.dataprotection.ie/docs/GDPR/1623.htm>

Access to your personal information

Under the General Data Protection Regulation, you have the right to request and be sent:

- confirmation that your data is being processed;
- access to your personal data; and
- other supplementary information that we hold about you.

You can make a request by contacting us by email or by post using our contact information. We will take steps to confirm your identity before releasing any information to you. We will not charge you for providing the information that you request. We will respond to your request within one calendar month of the request, unless there are exceptional circumstances.

You can change your communication preferences at any time; just get in touch with our data team on info@vmminternational.org.

**VMM Ireland,
64 Lower Rathmines Road,
Rathmines,
Dublin 6
t: +353 1 8734 562**

Your rights and acceptance of this policy

By sharing your consent preferences, and using our sites, you consent to the collection and use of information by VMM in accordance with our Privacy Policy. If you do not agree to this policy, please do not use our sites.

Any personal information submitted via our websites is treated in accordance with current UK, Ireland data protection legislation (from May 25 2018, we will be working in accordance with the Data Protection Act 2018).

Cookies Usage

To make sure our website works properly, we need to place small text files, or 'cookies', on your computer.

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. Like all websites, VMM uses cookies to provide you with a personalised web service, including monitoring the performance of our web pages, building a profile of the ways in which you use our website and finding people with similar profiles to you, which helps us to provide personalised content on social media sites you visit.

You can find out more about how to control cookies on the [Information Commissioner's Office website](#).

Your consent

Cookies may be set by us or third parties. By continuing to browse our site you're agreeing to our use of cookies.

Refusing consent

You can avoid the use of cookies using your browser's cookie settings (how to do this depends on the browser you're using, eg Google Chrome, Microsoft Internet Explorer). If you avoid the use of cookies, you may not be able to use the full functionality of our website, like making donations or taking actions.

You can find more information about cookies and how to refuse them on the [Interactive Advertising Bureau's website](#).

Why do we use cookies?

Cookies are important to make our website work and help us improve it, which helps us realise our vision of a better future for people and planet.

What kind of cookies do we use?

1. Essential

These cookies are needed for you to move around this website and use its features. Without them, services such as donation forms can't work.

2. Performance

These cookies tell us about how visitors use our website, for instance which pages are visited most often, and whether visitors get error messages. These cookies don't collect information that identifies visitors - all information is aggregated and anonymous. And it's only used to improve how a website works.

3. Functionality

These cookies provide more personal features, like recording previous choices you've made. These include recording your previous visits the website, so that you don't see messages for new visitors.

The information these cookies collect is anonymised and doesn't track your browsing activity on other websites.

4. Advertising

We advertise our website through Google AdWords using cookies. These allow us to display adverts on Google's Display Network to users who have visited our site before. You can opt out of this use of cookies by visiting **Google's** [AdWords Help](#) page.

Third party cookies

We also embed content from other sites, such as social media websites, which can result in cookies being used by third parties such as Twitter and Facebook. You should check the relevant third-party website for more information about their cookies.