



fundraising training limited

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Fundraising Training Limited

Privacy Policy

Fundraising Training Ltd

Fundraising Training Ltd (FTL) is a medium sized enterprise, based and registered in the UK. It provides four core services:

1. Open Fundraising Courses. These are run in the UK and currently consist of three programmes: The Skilled Grantseeker Programme (consists of 4 full day events spread over four months, runs twice a year with a maximum of 64 places on each programme); Bid Writing Boot Camp (consists of two days, back to back, runs twice a year with a maximum of 16 places on each programme); Financial Skills for Fundraisers (a one-day course which runs twice a year with a maximum of 16 places on each programme).
2. Consultancy services, which are tailored to specific client needs. These range from 18-month transition programmes, involving several consultants undertaking specialist tasks, to short interventions over a month to six weeks, such as the High Value Fundraising Analysis which is a standard analytical programme. These are undertaken within the UK and globally.
3. Bespoke training and mentoring services. These range from four-day in-house training sessions, to short online mentoring programmes. They are always specifically designed for a client or an individual. These are undertaken within the UK and globally.
4. Research into funding. This consists of global/sectoral research, which is often disseminated by reports and paid for events; and, funder research exercises commissioned by clients. The reports and presentations take place in the UK whilst the commissioned funder research exercises come from clients all over the world.

Definition

Personal data is any information relating to an identified or identifiable living person. When collecting and using personal data, our policy is to be transparent about why and how we process personal data.

Why we handle personal data

We collect certain information or data about you when you use or contact Fundraising Training Ltd. This means that handling your personal data allows us to manage the contract we are entering into. For example, we will use the personal information you provide to administer our relationship with you and deliver the services you have told us you wish to take part in. This information enables us to send you information that you have requested, and we may offer you the opportunity to receive additional information about our activities. Information that you supply in connection with the provision of a service will be treated in confidence and in accordance with the principles of the Data Protection Act.

Where we engage with clients for professional services, we may collect and process personal data in order to satisfy a contractual obligation. We request that clients only provide the personal data that is required for us to fulfil our contractual obligation.

We collect data on customers who we supply professional services to; training course participants, job applicants, suppliers, employees.

Personal data collected and retained:

- Work and personal emails
- Telephone and mobile details
- Work and home addresses
- Special dietary and access requirements
- Donor Unique Reference Numbers
- Questions, queries or feedback contained in communications and evaluation forms
- CVs
- Information we collect during the offer stage of the recruitment process, such as the below:
 - National insurance number and personal Bank details
 - Date of Birth
 - Emergency contact details
 - Proof of your identity (i.e. Passport, driving license, utility bill)
- Personal case studies
- Photographs at events (only retained with permission)

This data can be viewed and processed by authorised people in FTL, to:

- Carry out ongoing communication (send email alerts to users who booked our courses)
- Booking management
- Supply of learning materials
- Provide information on new courses and services.
- Email addresses may be released to 3rd party trainers and to other course participants, but only with the positive consent of participants.
- Processing supplier payments and refunds
- CVs will be passed onto recruiters (with specific consent)
- Payment of monthly salaries
- Pension Enrolments
- Improve our website by monitoring how you use it
- Gather feedback to improve our services, for example Evaluation forms
- Respond to any feedback you send us, if you've asked us to
- Allow you to access **www.fundraisingtraining.co.uk** and make transactions
- Analyses within client contracted assignments, these will be governed by specific data security and confidentiality contracts.
- Cross analyses – as agreed with Clients (such as for benchmarking and practice understanding)
- Marketing purposes – to illustrate examples of clients and course participants

Where your data is retained:

We store your data in the systems below and all are password protected:

- Business computer hard drives
- Dropbox filing system
- Zoho CRM system
- Quickbooks accounting system
- Online booking systems
- Business phone contact lists
- Email Inbox

Duration of information retention

We retain personal data for a period of five years. If there is no usage of this data during this time, it will be deleted.

Please note you can request us to send you the data we hold, to correct it, or for us to delete it, at any time. This must be sent to us in writing (email is acceptable) and we will action your request when it has passed our security checks.

Keeping your data secure

Sending information over the internet is generally not completely secure, and we can't guarantee the security of your data while it's in transit.

Please Note: any data you send is at your own risk.

We have procedures and security features in place to keep your data secure once we receive it. Any document containing information on donors will be encrypted and deleted after use – unless permission is given to retain data for research purposes.

Disclosing your information

We may pass on your personal information if we have a legal obligation to do so, or if we have to enforce or apply our [terms of use](#) and other agreements. This includes exchanging information with other agencies for legal reasons.

We won't share your information with any other organisations for marketing, market research or commercial purposes, and we don't pass on your details to other websites.

We will only share your name and email address with other course participants with your written consent

Your rights

You can find out what information we hold about you and ask us not to use any of the information we collect. We will provide a full record of the data we hold on you, upon request.

If you've signed up for email alerts, you can unsubscribe or change your settings at any time by selecting the 'unsubscribe' link that appears in every email.

Any complaints can be made to our data controller.

This policy will be updated from time to time with the latest version available from our website.

Contact Us

The Data Controller

Fundraising Training Ltd

15 Hurst Close

Wallingford

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info@fundraisingtraining.co.uk

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