

## Archway Foundation Supporter, Patron and Donor Privacy Notice

This privacy notice applies if you are a Supporter, Patron or a Donor and tells you what to expect us to do with your personal information when you work for us:

- [Contact details](#)
- [What information we collect, use, and why](#)
- [Lawful bases and data protection rights](#)
- [Where we get personal information from](#)
- [How long we keep information](#)
- [Who we share information with](#)
- [Sharing information outside the UK](#)
- [How to complain](#)

### Contact details

#### Post

The Archway Foundation, St. Clement's Centre, Cross Street, OXFORD, OX4 1DA,  
GB

#### Telephone

01865 790552

#### Email

office@archwayfoundation.org.uk

### What information we collect, use, and why

We collect or use the following information to **receive donations or funding and organise fundraising activities**:

- Names and contact details
- Addresses
- Payment details
- Donation history

- Tax payer information (for Gift Aid purposes)
- Gifts in wills

We collect or use the following personal information for **service updates or marketing purposes**:

- Names and contact details
- Addresses
- Marketing preferences
- Donation history
- Records of consent, where appropriate

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Address
- Correspondence

## Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access](#).

- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [Read more about the right to data portability.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

## Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **receive donations or funding and organise fundraising activities** are:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- **Legal obligation** – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- **Legitimate interests** – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk

of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:

- Once an interest has been expressed in the work of the Archway Foundation, we send updates about Archway and its activities. The respondent can opt out of these messages at any time.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - Once an interest has been expressed in the work of the Archway Foundation, we send updates about Archway and its activities. The respondent can opt out of these messages at any time.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

## Where we get personal information from

- Directly from you

- From you, via our Donation Portals: CAF Donate, Give as you live, Benevity, Stewardship

## How long we keep information

Data in relation to regular donors and patrons is held for two years following the last donation or last contact with the patron. After that it is deleted from the database.

One-off donor data where the only evidence of the donation is a letter or email accompanying or giving information about the donation will be kept for 7 years as legally required by accounting regulations.

## Who we share information with

### Data processors

#### **Office 365**

This data processor does the following activities for us: We use Office 365 to develop and store documents, send emails and communicate internally.

#### **Lamplight**

This data processor does the following activities for us: We use Lamplight to develop and store documents, contact and personal details (e.g. address), send emails and communicate externally.

#### **Mailchimp**

This data processor does the following activities for us: Provide mail distribution system.

#### **Orchard Fundraising**

This is an external fundraising consultancy organisation who assist Archway with fundraising.

### Others we share personal information with

Organisations we're legally obliged to share personal information with

#### **HMRC (for Gift Aid)**

- If you are a donor, we provide details of your name and address and donation amount to HMRC only if you have consented for your donation should be subject to the “gift aid” scheme: [Claiming Gift Aid as a charity or CASC: Overview - GOV.UK](#)

## Sharing information outside the UK

Where necessary, we will transfer personal information outside of the UK. When doing so, we comply with the UK GDPR, making sure appropriate safeguards are in place.

For further information or to obtain a copy of the appropriate safeguard for any of the transfers below, please contact us using the contact information provided above.

**Organisation name:** Mailchimp

**Category of recipient:** Email storage

**Country the personal information is sent to:** USA

**How the transfer complies with UK data protection law:** The country or sector has been assessed as providing adequate protection to data subjects (also known as Adequacy Regulations or UK data bridge)

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we’ve used your data after raising a complaint with us, you can also complain to the ICO.

The ICO’s address:

Information Commissioner’s Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

## Last updated

20<sup>th</sup> November 2025