

Privacy Policy
Last updated: December 2019

Refugee Support Europe takes your privacy seriously and will only use the personal information you provide to provide you with the services you have requested from us.

Donors

When you donate to us via our fundraising platforms JustGiving or Virgin, they ask for your permission for us to contact you with follow-up information. We will subscribe your name and email address to our mailing list.

Volunteers

By providing information like your name, email address and telephone number you agree to us contacting you with regards to your volunteering service.

We will share your personal information with other volunteers and working partners only when it is necessary for us to do so in order to facilitate your volunteering.

Visitors to our website

We ask for your permission for us to add you to our mailing list.

During the course of any visit to our site, the pages you see, along with a short text file called a 'cookie', are downloaded to your computer. Many websites do this, because cookies facilitate useful features such as the ability to identify whether a user has successfully logged into the site or to find out whether the computer (and probably its user) has visited the website before. Cookies help to deliver a more-user friendly and improved website experience.

Google Analytics is a web analysis service provided by Google. Google utilises the data collected to track and examine the use of our website, to prepare reports on its activities and share them with other Google services. Google may use the data collected to contextualize and personalize the ads of its own advertising network.

Subscribers to our mailing list

This is an opt-in mailing list and your personal information will be used solely by us. Under no circumstances will your personal information be sold or used by any other organisation.

From time to time, we may include links in our e-mails to other web sites which we think may be of interest to you. Each email communication you receive from us will have the option to remove your e-mail address from our list.

How we store your data

Your personal data will be stored in our SendinBlue account until you unsubscribe from our mailing list.

We hold all personal details of our volunteers in a password protected database at our head office.

We hold personal details of the refugees we serve on a password protected spreadsheet on Google Drive.

How to access your data

If you would like to access your data, to update or to remove, please email us at info@refugeesupport.eu or post at the address below.

Changes to this Policy

Any changes to our Privacy Policy will be updated on this page and will supersede this version of our Policy. We will take reasonable steps to draw your attention to any changes in our Policy. But, to be on the safe side, we request that you read this document each time you use our website to ensure that this Policy still meets with your approval.