

Privacy policy

1. Introduction

Dogs for Good is committed to protecting and respecting your privacy. This policy explains how we collect, use, store, and protect personal data, including that provided by clients, volunteers, staff and supporters (including people who are contacting us with an interest to become one of these).

We comply with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other applicable privacy laws.

2. Who we are

Dogs for Good is a UK charity that works to build connections between people and dogs to make life more possible.

We are a registered Charity with the Commission for England and Wales (Reg Charity 1092960) and with OSCR in Scotland (SCO39828)

You can contact us at:

Dogs for Good
The Frances Hay Centre
Blacklocks Hill
Banbury
OX17 2BS

Or by email at info@dogsforgood.org.

You can find information about our work and plans at www.dogsforgood.org.

The Charity has appointed a Data Protection Officer - Ed Bracher – who can be contacted with specific issues relating to data and privacy at ed.bracher@dogsforgood.org.



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3. What information we'll collect

We collect personal data as defined by the General Data Protection regulation (GDPR). Most of the information we will collect, and use will be directly provided by you, and you will therefore be aware what it is.

We may collect and process the following types of personal data:

A. For clients and service users:

(Note, when the client or prospective client is a child, we will seek information from their parent and store information about both child and parent).

- Full name and contact details
- Date of birth
- Health or medical information about your/your child's condition, disability and medication
- Information about your employment, workplace and working hours
- Information about your and/or your child's current education provider, place of education and school hours
- letters to and from your landlord, employer and education provider confirming permission to have an Assistance Dog
- Emergency contact details
- Notes from sessions/interactions (where appropriate)

B. For volunteers:

- Full name and contact details
- Date of birth
- References and DBS check results
- Driving Licence Information (from DVLA), (where appropriate)
- Skills, experience, and availability
- Training records
- Notes on conduct or concerns (where relevant)



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C. For supporters:

- Your name and contact details
- Relevant details of your interactions with us, including a record of any donations or support given

D. For employees:

- Full name and contact details
- Date of birth
- References and DBS check results
- Driving Licence Information (from DVLA), (where appropriate)
- Employment and training records
- Notes on conduct or concerns (where relevant)

E. For all website visitors:

- IP address
- Cookies and usage analytics

More information about the data we collect from website visitors, and how to disable cookies, is included in our website [terms of use](#).

No obligation to provide personal data

You are not under any legal obligation to provide us with personal data. However, should you decide that you prefer not to provide us with the personal data we request, we may not be able to take forward the actions that you have requested from us including delivering our services to you or engaging with you as a volunteer.

4. Lawful basis for processing

We process data under the following lawful bases:

- **Consent** – where you have given us explicit permission



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- **Legal obligation** – for example for safeguarding, employment, or financial compliance
- **Legitimate interests** – to allow us to run and provide our services
- **Vital interests** – to protect someone's life

5. How we use your data

We may use your personal data to:

- Provide services to clients, particularly focussing on how we match people with the right service and ensure that both people and dogs are thriving as part of our work. To achieve this, we may use data to monitor the effectiveness of our work.
- Match volunteers with the opportunities they are interested in and provide them with the support they need to carry out the activity effectively.
- Keep you informed of our work – particularly where you have an interest in this, for example keeping you informed of the progress of a dog which, as a volunteer you have supported.
- Ensure we meet the requirements of safeguarding and our duty of care to all.
- Communicate with you about our services, plans and fundraising
- Maintain accurate records
- Comply with regulatory and legal obligations

We will not process externally or share with others (except in a medical or other such emergency) any sensitive personal data without your prior consent. Examples of sensitive personal data are:

- medical and biometric data
- sexual orientation
- information relating to your racial or ethnic origin
- political opinions
- religious or philosophical beliefs
- Trade Union membership



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Where your consent to processing data is relied on, you can withdraw it whenever you wish.

6. Sharing your data

We only share your personal data when necessary and with:

- Partner organisations who are essential to allow us to deliver services. (For example, this includes agencies and social care professionals, who are supporting the delivery of our work).
- Safeguarding authorities (where there's a risk of harm)
- Our professional advisors (e.g. insurers, legal counsel)
- Regulators or legal bodies if required
- Other than as mentioned above, we will only disclose information about you to third parties if we are legally obliged to do so, or where we need to do so to provide you with relevant information about the service or activity with which you are interested or involved.

We never sell or rent your personal information to third parties.

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7. How we store and protect your data

We take appropriate technical and organisational measures to protect your data, including:

- Protected digital storage
- Access control (only authorised personnel)
- Secure paper file storage
- Where we work with external companies to process data (for example Payroll Giving agencies), we have contracts in place which set out our requirements and ensure that personal data is safe and protected.

We store data only for as long as necessary. We have a detailed Data Retention policy which describes and explains how long we will keep the data of different groups of people.

8. Your rights

You have the right to:

- Access your data
- Correct inaccurate data
- Request erasure (unless a legal obligation override this)
- Object to or restrict processing
- Withdraw consent at any time
- Lodge a complaint with the Information Commissioner's Office (ICO) if you are unhappy with how we are managing your data

9. Our Fundraising Promise



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We are registered with the Fundraising Regulator. Those who are registered agree to ensure their fundraising is legal, open, honest and respectful. You can view the Fundraising Promise [here](#).

10. Contact us

If you have any questions about this policy or how we handle your data, please contact our Data Protection Officer - Ed Bracher at ed.bracher@dogsforgood.org.



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