## **Privacy Policy**

## We are **Opora** (CRN: 13964425; Charity Number: 1199760). Our registered address is 128 City Road, London, United Kingdom, EC1V 2NX.

## If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact us at help@opora.uk

# How do WE USE YOUR data?

## **Where you fill in an offer of assistance or referral form** on either our platform or website, we will collect any information needed for us and/or our partners to successfully process your request or referral. This may include but is not limited to your name, date of birth, gender, email address, postal address, telephone number, personal description, employment status, and demographic information. We will only collect the personal data we need, and we will make it clear at the point of collection why we are collecting it.

## **Where you fill in a market research or survey form** on either our platform or website, we will collect information in order to help us improve our website, fundraising, advocacy, services, and strategic development. This information may include but is not limited to your name, date of birth, gender, email address, postal address, telephone number, personal description, employment status, demographic information, attitudes, and opinions. Participation is always voluntary, and no individuals will be identified as a result of this research, unless you consent to us publishing your feedback.

## **When you donate to Opora**, we would first like to say thank you. We will use a third party payment provider to collect your donation however may also collect your name, email and billing address under our legitimate interests to know who is helping to fund Opora.

## **When you contact us** either by phone or email, we will usually collect your name, gender, contact details and any other personal data that forms part of your message to us because it’s in our legitimate interest to make sure we can properly respond to your query.

## **When you sign up to receive our news updates.** We will handle your personal information (such as your name and email address) to provide you with our news updates in line with any preferences you have told us about. When we send you our news updates because you have opted-in to receive them, we rely on your consent to contact you. If we contact you by email and you haven't opted-in, this is because we believe you will be interested in Opora, and the lawful basis we rely on to do this is our legitimate interest to promote our business.

## You can unsubscribe from our updates at any time by responding to any email you receive from us to tell us you wish to unsubscribe or by emailing help@opora.uk

* **When we anonymise your personal data.** In some circumstances we may carefully anonymise your personal data so that it can no longer be associated with you, and we may use this anonymised information indefinitely without notifying you. We rely on our legitimate interest to improve our services to create this anonymised data.

### **Technical information when you use our website**. When you consent to our use of cookies, we collect information about how you use our website. We use this information to improve our website and to better understand how people use it. More detail on the information we collect and how we do this is set out in our cookie policy available on our website.

### **If our platform is acquired.** We process your personal information for this purpose because we have a legitimate interest to ensure the platform can be continued by the acquirer. If you object to our use of your personal information in this way, the acquirer may not be able to provide services to you.

# wHO DO WE SHARE YOUR DATA WITH?

## **Charities, partners, suppliers, and subcontractors** for the performance of the contract we enter into with them or you.

## **Promotional events and marketing organisations,** we do not sell data for marketing purposes, but may share your data with an event organiser. We will always tell you before (usually on the event registration form) and you will be given the chance to opt-out before we do this.

## **Regulators/ Authorities/ Enforcement Agencies** if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements; or to protect the rights, property, or safety of our clients or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection.

# where is my data stored?

We store your data collected on our platform on dedicated OPORA servers hosted in the United Kingdom. Data collected on our website is stored on secure servers by Weblium, more details can be found in the Weblium Privacy Policy here: https://weblium.com/privacy-policy

Whenever we transfer your personal information outside of the UK and the EU, we ensure it receives additional protection as required by law. To keep this privacy policy as short and easy to understand as possible, we haven’t set out the specific circumstances when each of these protection measures are used. You can contact us at help@opora.uk for more detail on this.

**HOW LONG DO WE KEEP YOUR DATA FOR?**

We will only retain your personal information for as long as we need it unless we are required to keep it for longer to comply with our legal, accounting or regulatory requirements.

In some circumstances we may carefully anonymise your personal data and how our site is used, so that it can no longer be associated with you, and we may use this anonymised information indefinitely without notifying you. We use this anonymised information to analyse our business and improve it moving forward.

**WHAT ARE MY RIGHTS UNDER DATA PROTECTION LAWS?**

You have various other rights under applicable data protection laws, including the right to:

* **access** your personal data (also known as a “subject access request”);
* **correct** incomplete or inaccurate data we hold about you;
* ask us to **erase** the personal data we hold about you;
* ask us to **restrict** our handling of your personal data;
* ask us to **transfer** your personal data to a third party;
* **object** to how we are using your personal data; and
* **withdraw** your consent to us handling your personal data.

You also have the right to lodge a complaint with us or the Information Commissioner's Office, the supervisory authority for data protection issues in England and Wales. If you are based outside of England and Wales, you can find your relevant supervisory authority [here](https://ec.europa.eu/justice/article-29/structure/data-protection-authorities/index_en.htm).

Please keep in mind that privacy law is complicated, and these rights will not always be available to you all of the time.

**QUESTIONS, COMMENTS AND MORE DETAIL**

Your feedback and suggestions on this notice are welcome.

We’ve worked hard to create a notice that’s easy to read and clear. But if you feel that we have overlooked an important perspective or used language which you think we could improve, please let us know by email at help@opora.uk

This privacy policy was last updated 25 February 2024.