

Donor data management privacy information

ac.care's record keeping process includes collecting and holding the personal information of our donors to meet our reporting obligations and maintain contact with our supporters to show our gratitude and demonstrate the impact of contributions.

This is done in accordance with our Privacy Policy, which sets out how you may access and correct the personal information that we hold about you and how to complain about a suspected breach of your privacy or about how we have handled your personal information.

We will collect your personal information if you:

- complete one of our secure electronic online forms on the ac.care website or an associated website
- send a cheque or money order to ac.care with your personal details included
- call or visit one of our sites to make a donation that is recorded by our staff.

Your personal information will be used to process your donation and provide you with a tax-deductible receipt for financial contributions.

If you choose not to provide your personal information to us, we may not be able to process your donation in line with reporting requirements or provide a tax deductible receipt, send you a thank you message and inform you of the impact of donations and further opportunities to increase our impact supporting vulnerable people.

You can opt to provide your details for our records but not receive further communications or unsubscribe at any time.

The personal details that you have provided will be stored in a secure cloud-based database on a private network, not directly accessible from the internet. This is hosted by a third party, but only accessible by ac.care and authorised professionals for operational and maintenance purposes traced by access trail logs.

ac.care does not sell, trade or rent personal information to third parties. ac.care will take all reasonable steps to hold this information accurately, confidentially, and securely.

Our full Privacy Policy is available via this [LINK](#)

How we use your personal information

We use your personal information to carry out our charitable activities. For example, we use your personal information to:

- process any donations you may send to us
- send you information about ac.care, including newsletters, updates, case studies highlighting the impact of donor support and information on appeals
- update you if we have information that may affect your support
- confirm who you are when you contact us
- keep you informed about our work, including by mail, email, SMS or telephone
- respond to your questions, comments, compliments or complaints
- possibly circulate questionnaires to improve our services
- analyse donor activity in order to improve our effectiveness including for quality assurance
- report on our activities, including producing our annual report.



Opting out

If you wish to opt out of communications you are currently receiving, you can use any of the links within our digital communications, such as emails or SMS.

Disclosing your Information

We respect that 'who' we share your information with is important to you. In no instances do we sell or provide your information to third parties.

Thank you for trusting us with your details.

Jason Wallace

Community Engagement Manager

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