



Privacy Policy

Who Are We?

MARIAS ANIMAL SHELTER was formed with the aim of protecting small animals in need of rehoming. 'We' or 'Our' herein refers to Marias Animal Shelter.

Our commitment to care does not stop with our animals. We respect your personal data and want to ensure you are informed about how we use it. We will protect your data and manage any information you share with us in line with data protection laws.

This Privacy Policy sets out how and why we will collect and use your personal data and our legal basis for its use, to ensure you remain informed and in control of your information.

If you have any questions about how we process your information, then we can be contacted using the details on the bottom of this document.

How We Use Your Data

In simple terms, your personal data will be used to help us effectively deliver our charitable services or to help us raise funds for those charitable services. We only collect your data for our legitimate interest, to fulfil a contract with you, for legal obligations, or where you otherwise give consent.

What is a legitimate interest?

The legal ground for processing information means that we can process your personal information if we have a compelling and legitimate justification for doing so. Our use of your information must be fair and legal, with your interests and rights being respected. Examples of our legitimate interests include providing or rescue and rehoming services, our boarding and bonding services, providing updates regarding our work where desired, improving our services and educational impact, communicating with volunteers, providing support and advice after adopting, fundraising for the charity and any administrative duties associated with our work.

Personal Data We Collect, How and Why

This will depend on why you have approached Marias Animal Shelter. The shelter may collect personal data when you:

- Relinquish/rehome an animal to us
- Adopt or foster an animal
- Use one of our services such as boarding, bonding, or grooming animals
- Volunteer or enquire about volunteering/undertake a work experience placement
- Sign up for newsletters or marketing updates
- Fundraise for us
- Donate to us
- Sponsor an animal
- Purchasing merchandise from us



- Engage with our auctions/raffles
- Approach us with an enquiry or for advice
- Telephone, write or contact us online or provide your personal information in some other way

You are responsible for ensuring that the information that you give us is accurate and up to date. We will collect this information either directly from you or from another person on your behalf where relevant.

Relinquishing/rehoming Your Animal

We process any incoming animal using our Animal Intake Contracts. Once this contract is signed the animal becomes the responsibility of the shelter. The owner thereby agrees to give up the right of ownership of the animal to the shelter. The type of information we collect includes name, phone number, email address, postal address, how you heard about the shelter, any donation amount made, and whether you would like to receive future marketing communications from the shelter.

For our records, to protect animal health and to carry out our rehoming work we will also ask you questions relating to your animal(s), such as their name, age, sex, accommodation and life history, health issues, vaccination records, from where they were sourced and why, and the reason for their admittance. We may also ask you to contact your veterinary surgery to confirm any details related to the animal such as the date of vaccination or neutering. Any information related to the animal(s) you rehome or relinquish may be used for research or marketing purposes, but all personal information will be removed in doing so.

These details will be kept for the assumed life span of the animal(s); (rabbits 12 years, Guinea pigs and degus 8 years, hamster, gerbils etc 3 years). With all personal data removed, detail relating to the animal(s) will be publicly available for us to conduct our work.

If we do not have immediate space or resources at the rescue, your details will be kept on our waiting list. We will contact you once we are able to accept your animal. If at that point, our services are no longer needed your details will be discarded.

Adoption/Fostering

To conduct our work in protecting small animals in need of rehoming, anyone approaching the shelter regarding adopting or fostering will be subject to detailed checks as this is a legitimate interest for us.

On enquiry, we will collect personal information about you to proceed. We will use this to communicate with you, assess your suitability, and send information, including related documents. You will be asked to send photographs of the intended accommodation for the animal(s) you are looking to adopt so that we can assess its suitability and provide any adjustments to meet our requirements.



On adoption of your animal(s) you will sign a Contract of Adoption with us. Terms of the contract are listed on the document, or you can contact us directly for them. For our records we will collect your name, address, email, phone, donation amount, and opt in question to receive future marketing from us. Details of the animal you adopted will also be linked. These details will be kept for the assumed life span of the animal(s) so that we can have contact with you through the animals life where necessary; (rabbits 12 years, Guinea pigs and degus 8 years, hamster, gerbils etc 3 years).

Use one of our services such as boarding or bonding animals

If you use one of our services, we will collect personal information about you and your animal(s). We will ask for your name, address, phone, and email if we need to contact you regarding your chosen service, or a problem with your animal whilst providing that service for you. We will also ask for an additional person to contact in case we cannot reach you in an emergency and it is your responsibility to ensure their consent for this. We'll ask for details about your animal to ensure our ability to care for and identify them. We will keep these details for 5 years in case you reuse our service, but you can withdraw your details at any time after our service for you has been completed.

Volunteering (including work experience)

We collect personal information about you if you enquire about, apply, or become a volunteer in several ways. It is collected during the recruitment process from yourself and may continue throughout the duration of your time as a volunteer. We collect this information as it is a legitimate and necessary activity to the running of our charity. Work experience students are volunteering for the charity and so processed in the same way. If any of your details change during your time with us it is your responsibility to inform us. This information will be kept whilst you are volunteering for us and will be destroyed after a within one year once you stop volunteering, unless agreed otherwise by you.

The type of information you may be required to provide includes:

- Contact details including name, email, address, phone number
- Emergency contact details in case of an accident, concern or emergency at the shelter (it is your responsibility to ensure their consent for this)
- Application form and recruitment documents, helping us to assess your suitability and availability for volunteering
- The type and level of course you are studying and any information relevant to your time with us, e.g., number of hours required, location of study.
- Your availability to attend (additional) volunteer shifts
- Basic medical information, which is voluntarily given by you, but helps us to protect you and keep you safe during your shift, and allows us to make adjustments or put extra measures in place where applicable.
- A signed volunteer Agreement Form and Non-Disclosure Form to ensure all volunteers understand their responsibilities
- Ongoing communications with you related to your volunteering role
- Optional feedback you choose to give in relation to volunteering with us



Payments & donations

Marias Animal Shelter does not collect any financial information from donors, such as bank details or credit card details. All payments made through GoFundMe, PayPal, social media, or other third-party donation sites, are subject to their own privacy policy, and bank details are never shared with Marias Animal Shelter. Donations can also be made by cheque. Cheques are kept in a secure safe and handed into the bank directly, or if paid in online kept for 6 months and then shredded. All animals, boarding, bonding or adopted are subject to a donation fee which is accepted by card, cash, banc transfer or cheque. If you choose to pay by card, we will ask if you are able to donate around £2 to cover the transaction fee. This is optional as other methods of payment are accepted. As of August 2022, we use Square to process card payments, again subject to their own privacy policy listed on their website.

When donating we ask if a Gift Aid declaration can be completed. This is optional but allows us to receive an additional 25% of your donation from HMRC. We require your name, address, donation amount and whether you are a UK taxpayer. This information will be kept on file for the statutory requirement period along with a history of donations made. Your donation history and information is kept on a secure accounting package with very limited access.

Fundraising

Fundraisers must volunteer for Marias Animal Shelter, so will have been through the volunteering process.

Purchasing Merchandise

All payments made for merchandise purchased online, go through PayPal and are subject to their own privacy policy. Payment details are never shared with Marias Animal Shelter. Basic contact details may be shared with our nominated supplier for branded merchandise when sent directly to you.

Sponsoring an animal

Your contact information or that of the individual you are gifting a sponsorship to are collected for the purpose of fulfilling your chosen sponsorship package. We will use your data to communicate with you throughout your sponsorship and to send you relevant updates about our work. You can withdraw your consent and stop your sponsorship at any time by contacting the shelter.

Sign up for newsletters and marketing updates

Your personal information will be collected to fulfil your request to receive our newsletter and other updates related to our work. You can withdraw your consent to this at any time by contacting the shelter or unsubscribing to marketing emails.

Auctions and raffles

To support the work of the shelter, we hold online auction and raffles using social media. Your personal information, such as name, address and phone number may be collected



to fulfil your purchase and for our records. You can withdraw your consent and from the auction/raffles at any time by contacting the shelter.

Marias Animal Shelter does not collect any financial information, such as bank details or credit card details. All donations made via PayPal are subject to their own privacy policy, and payment details are never shared with Marias Animal Shelter.

General Enquiries

Your contact information is not collected or used in any way other than to respond to your enquiry.

Sensitive Data

Under Data Protection Law, certain categories of personal information are recognised as sensitive, including health information, race, and religious beliefs. It is rare that Marias Animal Shelter would collect any sensitive personal data other than general question of health in connection with adopting an animal, to ensure the animal is suitable for your personal circumstances. During the volunteer recruitment process we ask basic medical questions and ask if you have any illnesses which we may need to be aware of. This information is optional to provide but is collected solely to ensure that the role is suitable for you and ensure your safety on site. We would only ever ask general health questions and does not require any confidential medical information.

Security

We keep digital and paper records and ensure that your information is held securely to the best of our ability. We use physical (locks) and electronic security (passwords) to secure the places where we store, access, and process the information you provide. Paper records are destroyed by shredding. Your personal information will only be made available to the limited number of staff and relevant trustees or volunteers who need access to carry out their duties within the administration of the rescue. Any personal information submitted over the internet is inherently insecure, so, although we strive to protect your personal information, we cannot absolutely guarantee the security of data sent this way.

Who do we share your data with?

If relevant, your data may be shared with:

- microchipping databases when you adopt an animal, if appropriate
- nominated suppliers of branded merchandise
- to reunite you with a lost animal (typically via a veterinary practice)
- when requested or required to do so by statutory agencies such as the police
- HMRC
- Software providers e.g., we may use Google Forms to collect some information. You will be aware of this at the time of completion.
- Email platforms e.g., Outlook
- Email marketing platforms e.g., Mailchimp
- Social media
- Card payment processing software (Square)



Any information related to the animal(s) we process may be used for research or marketing purposes, or shared with other industry relevant parties, but personal information will be removed before doing so. We never sell or rent your personal information with anyone, and we only share your information with those staff, trustees or volunteers directly involved with your interaction/s with the shelter, other than those listed above.

Automated decision making

We do not use any automated decision making.

Notification of Changes to this Privacy Policy

This privacy policy may change from time to time as we will continue to update it to reflect new legal requirements and updates to our work. You can contact the shelter using the details below to check you are viewing the most updated version. Last updated May 2022.

Your Rights

Under GDPR Regulations, your rights related to the processing of your data are:

- Rights to access
 - o You have a right to know what data we hold about you and can request this at any time
- Right to be informed
 - o You have the right to know how we use your data which this policy sets out
- Right to rectification
 - o You can have inaccurate personal data rectified, or completed if incomplete
- Right to erasure
 - o You can request for your information to be deleted from our records if we no longer need it, you withdraw your consent, we no longer have a legitimate interest, or we are processing it unlawfully
- Right to restrict
 - o Under certain circumstances you can limit how we use your data
- Right to object
 - o You can object to our processing of your information for our legitimate interests
- Right to complain
 - o You can complain to us about how your personal information has been used or you can make a complaint to the Information Commissioner's Office.

If you would like to exercise any of these rights or have any questions about how we use your data, please contact the shelter:

Telephone: 07980951540

Email: mariasanimalshelter@hotmail.com

Post: 44 Parkengear, Probus, Truro, Cornwall, TR2 4JT



You also have the right to contact the Information Commissioners Office (ICO) if you have any concerns about Data Protection: by telephone: 0303 123 1113 or via website: www.ico.org.uk. If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction, you can ask the Fundraising Regulator to consider it: by phone: 0300 999 3407 or website: www.fundraisingregulator.org.uk.