



Ark/Ark UK Programmes - Supporters' Data Privacy Notice

Ark is an education charity with the aim of transforming lives through education. We exist to ensure that every young person, regardless of their background, has access to a great education and real choices in life. We support schools and the development and implementation of initiatives that address some of the most intractable and challenging issues in education and society. To do this, we require support from a wider range of individuals and organisations.

This notice outlines how Ark (Charity no. 1095322 / Company no. 4589451) and Ark UK Programmes (Charity no. 1137932 / Company no. 05932797) collects and uses personal data for fundraising purposes. For the purposes of this notice, Ark is the 'Data Controller'. We are committed to protecting privacy and personal data we hold – we will only use your information to help us deliver our charitable activities and achieve our mission.

If you have any questions regarding this policy, please contact the Data Protection Officer at dataprotection@arkonline.org. The postal address for Ark is 65 Kingsway, London WC2B 6TD.

How and why we collect information

The majority of information we collect is provided directly by individuals. We may also gain information when we process donations made by individuals via third parties (such as JustGiving.com, Virgin Money Giving, Charities Aid Foundation, Charities Trust). We may also capture information on individuals that is publicly available through sources such as Companies House, the Charity Commission, and published media articles.

The legal basis for processing and holding this data is personal consent, where it has been provided, or our legitimate interests. We will collect data, consent and renewed consent in line with Ark's [Data Protection Policy](#).

We collect and hold information to administer donations, event attendance, to contact you with suitable opportunities to partner/work with us, share information about activities we believe may be of interest to you based on our knowledge, invite you to an event and/or update you on general Ark activity and news. We only use data to further our charitable aims and continue the important work Ark does.

We do not harvest information or conduct third party searches using your data, or share data with third parties beyond the scope of this privacy notice.

What information do we hold and for how long?

The information we hold typically includes name, contact details, employment, charitable activities and any previous contact with/donations to Ark, where applicable. This is to ensure we understand the background of our supporters/potential supporters and are able to conduct our charitable activities effectively.

We will hold any data in line with our Data Retention Statement. This states, as per the Companies Act/Charities Act, correspondence regarding donations will be held for a period of six years. After this time, Ark will retain key donation information for Ark's existence, unless an information withdrawal request is issued – this is to ensure we sustain a record of

historical charitable activity and understand how the organisation's activities have evolved. We will also retain records of event attendance, contact/interactions and any data as per the Data Protection Statement for Ark's existence, for the same reason noted above.

Where we hold data on individuals who are not donors and where we have had no contact or interaction, we will hold any information for a period of two years, after which time all information will be removed from our records.

Data will be held in line with Ark's [Data Protection Policy](#).

How do we store, protect and share information?

All information is held on a secure database and files managed by Ark. Where information is stored and processed by an externally owned database or platform, we have formal agreements (which include safeguarding of data policies) in place with each organisation. Relevant technical security measures are put in place to ensure access is only available to specific Ark employees, as per the wider Ark [Data Protection Policy](#).

We may share your data with Ark subsidiaries and members of the Ark Family (including Ark Schools, Ambition School Leadership and Frontline).

We will never sell your information to other third-party organisations.

Fundraising Regulator

Ark is a voluntary member of the Fundraising Regulator and we review our methods and processes in line with their Code of Practice.

Your Rights

You have the right to request a copy of the information we hold on you and to have any inaccuracies changed.

You also have the right to request that Ark withdraws any information held on you. This will be actioned immediately and any information we hold will be deleted – we will keep a record of the withdrawal request for future verification purposes. If an individual has previously donated to Ark, we will also keep this information as required by law and for our accounting and financial auditing purposes.

In order to exercise your rights, please contact dataprotection@arkonline.org. You can issue a complaint about what we do with your personal information. If you are not happy with our answer to your complaint, then you can complain to the Information Commissioner's Office: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number.

Changes

We may change this policy periodically. Please keep checking this webpage for any updates.

Updated May 2018