

JustHelping Privacy policy

JustHelping is a charity registered in England & Wales with number 1149068.

This privacy policy explains how we use any personal information we collect about you when you use this website. We are committed to protecting and respecting your privacy. Whenever you provide personal information, we will treat your information in accordance with this privacy policy, and in accordance with the Data Protection Act 1998.

What information do we collect about you?

We collect personal data about you when you register your Christmas tree for collection. Personal data is information that can be used to help identify an individual, such as name, address, phone number or email address.

How will we use the information about you?

We use your personal information in a number of ways such as:

- To process your Christmas tree registration and to collect your tree
- Processing a donation that you have made
- Responding to correspondence you have sent to us
- And if you agree, for JustHelping and the Hospice to send you information by email about future Christmas tree collections
- As a subscriber to our emails, we may contact you from time to time to ask for your feedback on how to improve our email marketing, for feedback regarding the Charity Christmas tree collection and the website user experience
- We use the Mailchimp platform for our email communication

JustHelping will keep your personal information confidential, and will not supply it to any third party without your consent, unless we are obliged or permitted by law to do so.

We will not contact you for marketing purposes unless you have given your consent. If you have consented to receive marketing, you may opt out at any time. You can opt-out of receiving direct marketing from us at any time. Simply follow the 'unsubscribe' links on our emails, or you can email or write to us with your request. Please see [How to contact us](#) section below for more information.

Sharing your information

We may share your information with our selected partners or third parties - Braintree, New Orbit and 121 Systems to process your information on our behalf (for example as payment providers for the process of donations or data analysis). Our partners are required by their contract to keep your information secure, to only use it as instructed and not to use it for their own business purposes. Our partners will never share your personal data with third parties for promotional purposes.

Security and storage of information

We will keep your information secure by taking appropriate technical and organisational measures against its unauthorised or unlawful processing and against its accidental loss, destruction or damage.

Access to your information and correction

You have the right to request a copy of the information we hold about you. If you would like a copy of some or all of your personal information, please email dataprotection@just-helping.org.uk or write to us at the address below. We want to make sure your personal information is accurate and up-to-date. You may ask us to correct or remove information you think is inaccurate.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this website. This privacy policy was last updated on the 1 September 2017.

Other Sites

If you follow a link from our website to another site, this policy will no longer apply. We are not responsible for the information handling practices of third party sites or services and we encourage you to read the privacy policies appearing on those sites or services.

How to reach us

Please contact us if you have any queries about our privacy policy or the information, which we hold about you by emailing dataprotection@just-helping.org.uk or write to us at JustHelping, St George's House, 215-219 Chester Road, Manchester M15 4JE.