



GDPR and Privacy Notice

Date of policy	February 2026
Version	1.0
Policy Review Date	February 2027
Policy owner	RR
Contact details	arc@animalrescueandcare.org.uk

1. Who we are:

Animal Rescue and Care (ARC) is committed to ensuring compliance with the Data Protection Act 2018. This Privacy Notice explains how and why we use your personal information. It applies to all personal data gathered when you engage with ARC, as a trustee, supporter, volunteer, customer, service user, or enquirer. By giving us your information, you are agreeing to the terms of this Privacy Notice and consenting to our collection. We may amend this Privacy Notice on occasion, without prior notice. If you have questions about the Privacy Notice, please contact us at arc@animalrescueandcare.org.uk.

2. We will use your information to:

- respond to your requests, such as donations, fundraising, Gift Aid, managing memberships, and any enquiries you have made regarding ARC
- keep you up to date on ARC's news, such as fundraising campaigns, achievements, or marketing, but only where we have previously received your consent to do so
- process payments and manage customer orders, where necessary
- use information collected to prevent or detect fraud or abuse of our website, and to enable third parties to carry out technical, logistical, or other legitimate functions on our behalf, if necessary
- use your information for any other purpose, only upon receiving your consent.

3. Information We Collect

We will collect and process the following personal information about you:

- Name
- Email
- Mobile/landline number
- Address
- Payment information
- Gift Aid declaration for charitable giving
- Your enquiry about a pet or our services, your interests, and reasons for your support
- Information collected as part of our rehoming service, such as details relating to your personal circumstances
- Information about your pet(s), such as their behaviour, medical conditions, and treatments, where needed
- Photographs and written materials, such as images at events, case studies, testimonials, and other marketing materials, where needed

4. Information that is collected on an automated basis is your:

- IP address and browser type
- Session period (time spent on the site) and search history

5. How We Collect Your Information

a) We collect information about you as a potential adopter when you:

- complete an online or paper form to adopt an animal, which will require your signature
- interact with our website or when we collect information from public sources
- use our recommended veterinary services, including if your pet needs a microchip
- ask a question, report cruelty, or make a complaint

b) When you register to rehome a pet to:

- provide you with aftercare services and communicate with you regarding the wider work of ARC and how you might support us, where we receive consent

c) When you bring in a pet(s) to rehome to ARC to:

- enable us to meet the relevant legal requirements where they apply to animals brought into our care.

d) When you volunteer to:

- enable us to recruit volunteers and foster carers, and support and train volunteers to ensure their safety
- recruit, train, and support trustees
- enable us to communicate with volunteers on the wider work of ARC and how people might support in other ways

6. How We Share Your Information:

We will not transfer your personal information to any third party without seeking your consent, except in limited circumstances, such as advertising services, analytics, marketing agencies, data collection and processing, and website hosting or social media platforms. We require such third parties to use the personal information we transfer to them only for the purpose for which it was transferred and not to retain it longer than required.

7. Retention of Your Information:

We will retain your personal information for 10 years, or as long as necessary to fulfil the purposes for which it was collected, as detailed in this Privacy Notice. We are required to keep Gift Aid declarations and related records for six years after the most recent donation on which Gift Aid was claimed, in line with HMRC requirements. We are also entitled to claim Gift Aid retrospectively on eligible donations made up to four years prior, provided the donor has given a valid Gift Aid declaration. In some cases, we may need to retain certain information for longer periods, e.g, for the lifespan of an animal where we offer to take the animal back, for record-keeping purposes, or for other legitimate reasons, such as the establishment, exercise or defence of legal rights, and fraud prevention.

8. Cookies

When we provide services, we want to make them easy, useful, and reliable. Where services are delivered on the internet, this sometimes involves placing small amounts of information on your device, such as a computer or mobile phone. These include small files known as cookies. We currently only use “strictly necessary” cookies. As and when this changes, this Privacy Notice will be updated to reflect that. Cookies cannot be used to identify you personally and are used to improve services through:

- enabling a service to recognise your device so you don't have to give the same information several times during one task
- measuring how many people are using services, so they can be made easier to use and ensure sufficient capacity to keep them quick

9. Security, hacking and viruses

The security of your information is important to us, and we will use reasonable measures to prevent the loss, misuse, or unauthorised alteration of your information under our control. Our data is kept safe on secure servers and databases; however, data transmitted over the internet cannot be guaranteed to be completely secure. Given these inherent risks, we cannot guarantee absolute security, and you share information at your own risk.

10. Your rights and complaints

Depending on the law that applies, you have the right to access, rectify, erase, or receive a copy of your personal data, or to restrict us from sharing your personal information. You may also withdraw any consent you provided to us to process your data. You have the right to lodge a complaint with a statutory authority. To exercise these rights, you can write to us at arc@animalrescueandcare.org.uk and we will respond to your request in writing or by email. You can also complain to the ICO:

The Information Commissioner's Office address:

- ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
- Helpline number: 0303 123 1113 ICO Website:
<https://www.ico.org.uk>