

British Divers Marine Life Rescue Privacy Policy and General Data Protection Regulation (GDPR)

At British Divers Marine Life Rescue (BDMLR) we are committed to protecting your privacy and security.

About us

BDMLR is an organisation dedicated to the rescue and well-being of all marine animals in distress around the UK. We are a voluntary network of trained marine mammal medics who respond to call outs from the general public, HM Coastguard, Police, RSPCA and SSPCA and are the only marine animal rescue organisation operating across England, Wales and Scotland. Our rescue teams are on call 24 hours a day, 365 days a year.

BDMLR is a registered charity, in England and Wales No: 803438 and Scotland No: SC039304.

How do we collect information?

Due to changes brought into effect by the General Data Protection Regulation (GDPR) from May 2018, this legislation affects the ways all organisations, including charities are able to use supporter's data. BDMLR will, by law, need to ask members and supporters to opt-in to receive communications about the vital work we do, our fundraising appeals and opportunities to support us, as well as the products and services we offer. We also legally need you to agree to us contacting you if there is a rescue that we need assistance with, even if you have agreed to this in the past. Also provides an opportunity for you to renew your contact details with us.

We collect information you provide us when you subscribe to the charity, attend a training course or renew your subscription as a volunteer or when you sign up to receive news and information from us. We will also collect information through our website.

What information do we collect?

The personal information we collect will include:

- Your full name
- Your postal address
- Your email address
- Your home and/or mobile number
- Any subscriptions or donations you have made to us
- Any relevant equipment or skills you have that can help us with our work
- We will record your communication preferences and whether you opt in to receive communications via email, post, SMS or phone.

For members that sign up to pay via Standing Order, we will collect your bank details including bank name, account holder name, account number and sort code – these details are held in paper records that are stored securely. Credit card details are destroyed once they have been used. We will also retain your bank details if we need to reimburse expenses following a claim.

We do not currently collect analytics data from our website but if we do in the future, none of this information will identify you as an individual but we may collect data including age bracket, gender, geographic information and areas of interest.

How we use personal information

We will only ever use personal data in the ways you have asked us to. This includes:

- Sending you communications, in accordance with your preferences, about the vital work we do for marine animals, our fundraising appeals and opportunities to support us
- Process orders you have submitted
- Process an application for a BDMLR course
- Occasionally send an e-newsletter that you can unsubscribe separately from if you wish
- To collect and process Standing Order donations and subscription payments
- Dealing with entries into a competition
- To send out renewal and thank you notices
- Seek your views or comments about our activities or performance as a charity
- Notify you of changes to the charity
- To claim Gift Aid, but only if a gift aid declaration has been signed. Sometimes it is necessary for us to use data to comply with our legal obligations, for example sending information to HMRC which will allow us to claim gift aid
- We will use data we have collected internally for reporting and analysis
- Process a job or voluntary role application

We will never sell, rent or trade your personal data to third parties and we promise to keep it safe and secure. We will share information with third parties in the circumstances described in the section headed Third Parties but this will only be with respect to animal rescues or relays.

As a charity, we rely on donations and support from others to continue our conservation work. From time to time, we will contact members and supporters with fundraising material and communications. This might be about an appeal, a competition we're running, or to suggest ways you can raise funds (e.g. a sponsored event or activity, or even buying a product if BDMLR will receive some of the proceeds).

As with other marketing communications, we'll only contact you specifically about fundraising via an e-newsletter if you've opted into to receiving marketing from us (and you can, of course, unsubscribe at any time).

If an accident or incident occurs on our property, at one of our events or involving one of our staff (including volunteers) then we'll keep a record of this (which may include personal data and sensitive personal data).

We do not normally collect or store sensitive personal data (such as information relating to health, date of birth, passport number, beliefs about supporters and members. However, there are some situations where this will occur (e.g. if you are a volunteer with us and wish to let us know of any physical limitations, or have an accident in a workplace that we control). If this is the case, we'll take extra care to ensure your privacy rights are protected.

Third Parties

In some circumstances if you have provided data to an organisation BDMLR are partnered with, or have booked you on a training course (rather than you booking it directly) it may be passed onto us. They may provide us with data including:

- Your first name and surname
- Your postal address
- Your email address
- Your home and/or mobile number

We may disclose your data to related organisations, and service providers who deliver services to you on our behalf (they are obligated to act only on our instructions and in accordance with applicable laws, including GDPR). Examples can include advising a partner of attendance on a rescue, animal relay, course or survey, legal obligation to disclose information, competition entrants who win a prize delivered by a third party, etc. We will never share your personal data without it being strictly necessary to the activity at hand and without it being clear that this is required.

Rescues

To ensure that we can continue to undertake our work of rescuing and sometimes relaying marine animals, we need to retain information about our volunteers so that we can contact them. If we do not have this information, or you have not renewed your permission to allow us to store this and to utilise it to contact you, we may not be able to alert you to rescues in your area. As well as Head Office staff, who have full access to the database, your contact details are shared with our Out-of-Hours coordinators and the relevant Regional and Area Coordinators. If you are a Coordinator then your contact details may appear on our website as well.

Please think carefully if you are considering not giving us your consent to utilise your contact details for the purpose of the charity. If we are not allowed to contact you, then you would not be aware of rescue or relay opportunities.

Your choices

You will have the choice of whether you want to receive any future communications from BDMLR, and how. At any time, you have the right to object to receiving any communications from us, or to having your data used for research.

You can update your communication preferences, make any changes to your personal details, or change your mind and unsubscribe by emailing info@bdmlr.org.uk or calling 01825 765546 Monday- Friday (except bank holidays) from 9am to 5pm.

If at any time you would rather we remove your details from our database totally, please let us know and we will do this. You would then receive no further communication from us but of course would not be aware of any rescues in your area either, if you wished to continue to be a volunteer.

You have the right to ask for a copy of the information BDMLR hold on you at any time by contacting us.

You have the right to ask us to delete any details we hold on you, at any time.

Profiling

BDMLR will use personal data internally for reporting and analysis. We believe this is in our best interest to provide the best experience for all our members and supporters and to be able to continue our rescue activity at the highest level.

Occasionally we may use your information to create a profile of your interests and preferences so that we can contact you with relevant information to you. For example, if you have specific skills or have requested additional training we may send you relevant information to this.

BDMLR will only use information that has been provided by you to BDMLR or a partner organisation to be shared with BDMLR, or is publically available. BDMLR will only use the information provided for direct communications if this has been authorised.

Cookies

The BDMLR website, like many others, uses cookies. These will allow our website to recognise you when you next visit. Cookies are small files sent to your computer by an organisation which are stored on your hard drive. They will collect statistical data about your browsing activities and patterns, but will not identify you as an individual, we will use this information to store, for example which country you are browsing from.

You can switch off cookies, at any time, by changing your browser preferences.

Links to other websites

Our website contains links to other web pages, for example our partner organisation websites. This policy applies only to our website and we are not responsible for the Privacy Policies and practices of these other sites, even if they are accessed using links on our website.

Transferring your information outside of Europe

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

16 or under

Generally, we do not hold details for anyone that is under 16 years of age but if we do, we will need permission from a parent or legal guardian that we can hold this data.

If you have any questions or queries regarding this Privacy Policy please get in touch with BDMLR by emailing info@bdmlr.org.uk or calling 01825 765546.

Occasionally we may make changes to this policy to ensure it is up to date and accurately shows how and why we use your data. The most current and accurate version will always be posted on our website.

This policy was updated on 23/04/2018.