



## The Ginger Cat House Rescue Privacy Policy

### Our privacy policy

The Ginger Cat House Rescue is a CIO (charitable incorporated organisation) registered in England and Wales (no. 1203475) on 8 June 2023.

By providing us with your personal information you are agreeing to this policy and consenting to our collection and use of that information as set out in this policy.

### Our Charitable Object

For the public benefit to promote humane behaviour towards cats; to offer shelter and sanctuary by providing appropriate care, protection, treatment and security for cats which are in need of care and attention by reason of sickness, maltreatment, poor circumstances or ill-usage; rehoming such cats where possible; and to educate the public in matters pertaining to responsible cat ownership and the prevention of cruelty and suffering among cats.

### Our Aims & Values

We rescue and rehome over 200 cats and kittens a year, but there is always more work to be done. We are committed to the welfare of cats and kittens in our care, but we are also supporting people in the community who need our help. We aim to:

- Help those who may need to surrender their cat(s) or kitten(s).
- Rescue cats in crisis situations if we are able to help.
- Rehome to the best possible home with a rigorous application process.
- Offer ongoing medical care and support to cats/ kittens in our care who need it.
- Support and encourage the neutering and chipping of cats.
- Offer information and advice to those who ask us for help with their pets.

## How do we collect information? What do we ask for and why?

- 1) **Adoptions email:** [adoptions@gingercathouserescue.com](mailto:adoptions@gingercathouserescue.com). Only trustees have access to this email account.
  - a) Prospective adopters are asked to fill in an online home check form, available on our website, which includes your contact details and details of your household; to provide photos of your living space and a copy of utility bill as proof of address. The form is then emailed to us on the address above. Online home checks are stored in GCH DropBox. Homecheck forms are deleted after 6 months.
  - b) We retain your mobile number and postcode on a spreadsheet stored in Dropbox in case we have need for any further communication in relations to the cat/ kitten you have adopted from us.
  - c) New adopters will be offered optional 5 weeks free pet insurance cover with Agria Insurance. Full details are on your Adoption Contract. We shall provide your email details, **with your consent**, to Agria when you accept our adoption offer. They will then contact you via email to offer the free insurance, but you are under no obligation to take it up or to continue it beyond the initial 5 week period. Please check their [privacy policy](#) as they are independent from the Ginger Cat House Rescue, and we can take no responsibility for Agria Insurance in that regard.
- 2) **Team email:** [team@gingercathouserescue.co.uk](mailto:team@gingercathouserescue.co.uk). Only trustees have access to this email account.
  - a) **Surrenders:** we will ask for details of your pet, your location, reasons for surrender, and potentially your phone number.

- b) **Direct adoptions:** we ask you to fill in an online application form which includes your contact details, and details of your household. Application forms are stored in GCH Dropbox.
  
- c) **Fostering:** we ask you to fill in an online application form, which includes your contact details and details of your household. You will also have a home visit. All fosterers have an individual WhatsApp group with trustees for extra support and advice. Application forms are stored in GCH Dropbox.
  
- d) **Requests regarding cat advice/ sponsorship/ general enquiries/ volunteering/ complaints** are all dealt with by the trustees and replied to via email. Records may be stored in Dropbox, if pertinent. Any advice/ recommendations made via email (e.g. Cat-sitters, groomers etc) are made in good faith. Please ensure you read individual companies' privacy policies as they are independent from the Ginger Cat House Rescue, and we can take no responsibility for them in that regard.
  
- e) **Names of sponsors / regular donors** with email addresses are transferred to an Excel spreadsheet stored in GCH Dropbox. Sponsors' email addresses are required to send out the quarterly sponsors' newsletter. Our quarterly sponsors' newsletter is our property. You may print it for your own information, but you may not sell it, alter it, or reprint it in any publication without our permission.
  
- f) **Donations** are made by bank transfer/ SumUp/ JustGiving or via our PayPal Giving Fund and therefore we do not require any details from you.
  
- g) **Gift Aid forms** require some contact details which we will need to process your Gift Aid donation. We shall have to share some information with HMRC to reclaim the Gift Aid on your donation. The forms are stored in GCH Dropbox.

- h) **Merchandise purchases:** you will need to provide your address so we can post items to you and to communicate about your order. Postage details are stored in GCH Dropbox.
  
- i) **Volunteers:** all volunteers receive a Handbook and reply slip from the trustees. Your reply slip with contact details (including Emergency contact and pertinent health information) is to be returned via email to the trustees. Reply slips are stored in GCH Dropbox and are only seen by trustees. All volunteers are in WhatsApp groups so that we can communicate with volunteers in relation to the roles they carry out for the charity.

**Cat Care Volunteers:** your phone number and name will be shared with our volunteer administrator for a discovery call and training. There is a WhatsApp group for communication and support run by the volunteer administrator, which also includes the trustees.

**Car Boot volunteers:** there is a WhatsApp group run by the trustees who will need your phone number for communication.

**Event volunteers:** there is a WhatsApp group run by the trustees who will need your phone number for communication.

### 3) GCH Facebook page and Facebook Personal Messenger:

<https://www.facebook.com/gingercathouse118>

- a) **Raffle Tickets:** you will reserve your tickets via Facebook Messenger, so we shall be able to contact you via Facebook. You will need to provide a mobile phone number in case you win a prize, and a home address if you wish it to be posted.
- b) **Cat Café tickets:** you will reserve your place via Facebook Messenger, so we shall be able to contact you via Facebook.
- c) **Online Sales:** You will bid for your item on our Facebook page. We shall be able to contact you via Facebook Messenger to confirm the sale and arrange collection. You will need to provide your address if you want an item to be posted.

**d) General advice and enquiries:** we shall be able to contact you via Facebook Messenger. Any advice/ recommendations made via FB Messenger (e.g. Cat-sitters, groomers etc) are made in good faith. Please ensure you read their own privacy policies as they are independent from the Ginger Cat House Rescue, and we can take no responsibility for them in that regard.

#### **4) Ring Cameras**

Visitors to the rescue and volunteers are advised that there are 24 hour ring cameras in operation inside and outside the rescue.

### **Photographs**

Any photographs taken at the rescue or our events, which involve visitors, may be used on our social media accounts (Facebook/ Instagram). Any photos sent to us by supporters may be used on our social media accounts at our discretion. Photos of children under the age of 18 will not be used without parental permission.

### **How do we protect your personal information?**

- WhatsApp and Facebook Messenger are both end-to-end encrypted.
- Restricted Access. Only trustees have access to Team and Adoption emails as well as GCH Facebook Messenger.
- Only trustees have access to all passwords. The passwords used are complex.
- Policies are updated annually.
- Information is retained for different periods of time depending on its use. When it is no longer required, we shall ensure it is erased.
- Home check applications are kept for 6 months.

### **Do we share your personal information?**

When dealing with your personal information, we comply with the current UK data protection law and any other applicable legislation. We will not share or exchange your personal information for our own marketing purposes or with other organisations for them to use for their marketing purposes.

There are some specific circumstances where information may need to be shared (e.g. Gift Aid forms to HMRC, free Agria pet insurance policy), which have already been mentioned above. It is also possible that we might be required to share data by an official body such as the police.

### **Data Storage**

Our rescue data is securely stored in the cloud with Dropbox, to which only the trustees have access. For more details about Dropbox cloud security, click [here](#).

**Information & external links on our website:** [www.gingercathouserescue.com](http://www.gingercathouserescue.com)

All information published on our website site is provided in good faith and to the best of our knowledge. Our quarterly newsletter 'Kitty Mews' is our property. You may print it for your own information, but you may not sell it, alter it, or reprint it in any publication without our permission.

If you access any of the other websites or companies referenced on our website (e.g. on our Partnerships page (e.g. cat-sitters or groomers), please ensure you read their own privacy policies as they are independent from the Ginger Cat House Rescue, and we can take no responsibility for them in that regard.

### **Website Cookies**

Cookies are small files saved on your phone, tablet or computer when you visit a website. We use essential cookies to make this site work. Essential cookies are automatically placed on our visitors' computers or devices as they are necessary to ensure that you can interact with our Wix website successfully. Without these cookies being used, visitors could not benefit from some of the services our site may offer. For more details of the types of cookies which Wix places on their websites, please see [here](#).

Essential cookies do not collect personal information and do not require user consent under privacy laws such as GDPR. The cookies we are using on our website are:

Cookie Name	Purpose	Duration	Cookie Type
XSRF-TOKEN	Used for security reasons	Session	Essential
hs	Used for security reasons	Session	Essential
svSession	Used in connection with user login	12 months	Essential
bSession	Used for system effectiveness measurement	30 minutes	Essential

For more general information about cookies, click [here](#).

## Complaints

If you have a query or complaint about the Ginger Cat House Rescue's privacy policy, please email the Trustees on [team@gingercathouserescue.co.uk](mailto:team@gingercathouserescue.co.uk). If you are dissatisfied with our response to your complaint, you may contact the Information Commissioner's Office [here](#).

### The Ginger Cat House Rescue

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