

Youth@Heart Privacy Policy

At Youth@Heart, we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who visit our website/make donations/volunteers for us, how we use it and how we keep it secure.

How do we collect information from you?

We obtain information about you when you use our website, when you contact us, make a donation or when you volunteer for us.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, IP address, and information regarding what pages are accessed and when. If you make a donation online or purchase a product from us, your card information is not held by us, it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions.

How is your information used?

We may use your information to:

1. Process a donation that you have made
2. Process orders that you have submitted
3. To carry out our obligations arising from any contracts entered into
4. Seek your views or comments on the services we provide
5. Send you communications which you have requested/be of interest
6. Process a grant or job application.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as we are legally obliged to.

Who has access to your information?

We will keep your information safe and never sell or rent your information to third parties or share your information with others.

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