

Website Privacy Policy

Organisation: Child Rescue Nepal **Address:** All Saints, 46 Bridle Road, Croydon CR0 8HB **Last updated:** September 2026

1. The Policy

This privacy policy applies to this website, served by, Child Rescue Nepal, All Saints 46 Bridle Road, Croydon CR0 8HB. It governs the privacy of users who choose to use it and explains how we comply with the UK GDPR, the Data Protection Act 2018 (DPA) and the Privacy and Electronic Communications Regulations (PECR).

This policy explains areas of this website that may affect your privacy and personal details; how we process, collect, manage and store those details; and how your rights under UK GDPR, the DPA and PECR are upheld. It also explains the use of cookies, any advertising or commercial sponsorship from third parties, and any documents, files or software available for download. Our contact information is provided below should you have any questions.

2. UK GDPR & the Data Protection Act 2018

Child Rescue Nepal complies with the Data Protection Act 2018 and the UK GDPR. Any subject access requests should be made to us in writing at the address above.

3. How We Use Your Personal Data

We collect and use personal data for a number of purposes connected with our charitable activities, including:

- Processing donations and Gift Aid claims.
- Communicating with supporters, donors and volunteers about our work.
- Fundraising activity, including direct marketing by post, email, telephone or other means where we have a lawful basis to do so.
- Administering legacy and major gift programmes.
- Complying with legal and regulatory obligations.
- General administration and record-keeping.

The legal bases on which we rely to process your data include your consent, legitimate interests (including our legitimate interests as a charity in contacting supporters about

our work), the charitable purposes soft opt-in under PECR, and compliance with legal obligations. We will always be transparent about the basis on which we are contacting you and will make it straightforward to opt out.

4. Fundraising & Profiling

As a charity, fundraising is central to our ability to carry out our work. We may use your personal data to carry out research and analysis to help us understand our supporters better, improve our fundraising, and ensure that our communications are relevant and appropriate.

This may include profiling – using information about you to build a picture of your interests, preferences and potential capacity to support us. Profiling helps us tailor our communications and fundraising approaches so that we contact you in ways that are most meaningful and least intrusive.

In addition to information you provide directly to us, we may supplement our records using data from readily available third-party sources. These include publicly available information such as Companies House records, the Electoral Roll, published charitable giving databases and publicly accessible social media profiles. We may also use third-party wealth screening or data appending services to help us better understand our supporters' interests and capacity to give. Where we do so, we will always act in accordance with UK GDPR and our obligations under data protection law.

You have the right to object to your data being used for profiling or direct marketing purposes at any time. Please contact us using the details below to exercise this right.

5. Data Retention

We will not keep your personal data longer than is necessary for the purposes for which it was collected. As a general rule, we retain supporter and donor data for a period of four years from the date of your last interaction with us, after which your data will be reviewed and, where appropriate, securely deleted.

Where we have obtained your details for the purpose of prospective supporter acquisition – for example, through a campaign or mailing list sign-up – and you have not made a donation or otherwise engaged with us within 12 months of initial contact, we will remove your data from our active records. This ensures we do not hold unnecessary or redundant data and helps us keep our records clean and up to date.

Different retention periods may apply in specific circumstances, for example where we are required to retain data for legal or regulatory reasons. Legacy and Gift Aid records may be retained for longer periods in line with HMRC requirements.

6. Use of Cookies

This website uses cookies to improve the user experience. Where required by law, the website uses a cookie consent system allowing you to give explicit permission for, or to deny, the saving of cookies on your device.

What are cookies?

Cookies are small files saved to your device's hard drive that track, save and store information about your interactions with and usage of the website. This allows the website, through its server, to provide you with a tailored experience.

If you wish to prevent cookies being saved to your device, you can adjust your web browser's security settings to block all cookies from this website and its external serving vendors, or use the cookie control system if available on your first visit.

7. Website Visitor Tracking

This website uses tracking software to monitor visitors in order to better understand how it is used. The software may save a cookie to your device to track and monitor your engagement and usage of the website, but will not store, save or collect personal information.

8. Adverts & Sponsored Links

This website may contain sponsored links and adverts served through our advertising partners, who may have their own detailed privacy policies relating to the adverts they serve.

Clicking on such adverts will send you to the advertiser's website through a referral programme, which may use cookies and track the number of referrals sent from this website. Users should note that they click on sponsored external links at their own risk, and we cannot be held liable for any damages or implications caused by visiting any external links mentioned.

9. Downloads & Media Files

Any downloadable documents, files or media made available on this website are provided at the user's own risk. While all reasonable precautions have been taken to ensure only genuine downloads are available, users are advised to verify their authenticity using third-party antivirus software or similar applications.

We accept no responsibility for third-party downloads or downloads provided by external third-party websites, and advise users to verify their authenticity using third-party antivirus software.

10. Contact & Communication With Us

Users contacting us through this website do so at their own discretion and provide any personal details requested at their own risk. Your personal information is kept private and stored securely until it is no longer required.

Where we have clearly stated and made you aware of the fact, and where you have given your express permission, we may use your details to send you information about our work and activities through a mailing list system. This is done in accordance with the regulations named in section 2 above.

11. Email Marketing & the Charitable Purposes Soft Opt-in

We may contact you by email, text or other electronic means about our work, fundraising appeals, campaign updates and volunteer opportunities without requiring your prior consent, where we are entitled to do so under the charitable purposes soft opt-in introduced by the Data (Use and Access) Act 2025.

We may rely on this soft opt-in where:

- you have expressed an interest in, or offered support to, Child Rescue Nepal's charitable purposes; and
- your contact details were collected on or after 5 February 2026 in that context; and
- you were given a clear opportunity to opt out at the point your details were collected.

Every marketing communication we send will include a simple, prominent means to opt out of future messages. We will always act on opt-out requests promptly. Please be aware that if a communication is already in preparation or scheduled for imminent despatch, there may occasionally be a brief overlap before your preferences take full effect.

We will not use the charitable purposes soft opt-in to send marketing about commercial products or services, nor will we use it to contact anyone who has previously opted out of marketing communications from us.

Where you have subscribed to our mailing list through an explicit opt-in process, we will continue to honour that consent as the basis for contacting you. You can unsubscribe at any time via the link in any email we send, or by contacting us in writing at the address below.

12. Your Rights

Under UK GDPR you have the right to:

- Access the personal data we hold about you.
- Request correction of inaccurate or incomplete data.
- Request erasure of your data in certain circumstances.
- Object to processing for direct marketing or profiling purposes.
- Request restriction of processing in certain circumstances.
- Data portability in certain circumstances.
- Withdraw consent at any time where processing is based on consent.

To exercise any of these rights, or if you have any concerns about how we use your data, please contact us in writing at: All Saints, 46 Bridle Road, Croydon CR0 8HB. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) at ico.org.uk.