



佛教慈濟基金會英國聯絡處
Buddhist Compassion Relief
Tzu Chi Foundation UK

Tzu Chi UK Privacy Notice

Our contact details

Tzu Chi UK is the UK branch of Buddhist Compassion Relief Tzu Chi Foundation headquartered in Taiwan. Registered Office: 23A Craven Terrace, London, W2 3QH

- Registered Charity No. 1050821. Registered as a Company limited by guarantee in England & Wales No. 2990368. <https://www.tzuchi.uk/>

For enquiries, please contact Hsin-Ling Liang (e-mail: hsinling@tzuchi.uk)

The type of personal information we collect

We currently collect and process your contact details such as name, address, telephone number and email address. We may also collect and process, depending upon the service we are providing to you, information regarding your gender, date of birth, your nationality, your emergency contact's name and phone number, and details of any health or medical conditions.

If you volunteer for us in a regulated role (working unsupervised with children or adults at risk of harm) we will also collect information necessary for a criminal records check from the Disclosure and Barring Service (DBS). Further privacy information is available on our DBS request form.

If you make a donation through any of our fundraising platforms, we may collect, depending upon the platform used, all or some of the following: your name, address, phone number and email details. If wish to gift aid your donation we will also collect your name and address for this purpose.

With your consent, we may also take your photograph or record video to help promote our work.

How and why we collect your personal information

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- When you make an enquiry about our services.
- So we may deliver services to you such as befriending, independent living support, meals service, emergency relief etc.
- When you participate in our events.
- In response to, or for us to carry out, promotional activities about our work including posting on social media.
- So you can volunteer with us.

- So we can process donations and gift aid.

We also receive personal information indirectly, from these sources in the following scenarios:

- When you make a donation on platforms such as PayPal, Benevity and Just Giving.
- If you use the fundraising auction site Galabid.
- If you respond to a fundraising or promotional activity with Jotform.

The lawful basis for processing your personal information

We require your consent to process your personal information for the delivery of services. This will include the processing of any health and sensitive information if necessary for service provision. We also rely on consent to process your information for any volunteering roles that are not in regulated activities. Consent is also required to add your name to our e-newsletter mailing list; and if we wish to take your photograph or record a video for future use in any informational, social media or promotional materials. In all cases, such consent can be withdrawn at anytime by contacting us (see above for details) or clicking the link at the bottom of our e-newsletter.

We rely upon our legitimate interest to process personal information when you make any telephone or email enquiries, if you engage with us through social media and/or our events, if you respond to any promotional activities, and when information is shared with us by any fundraising platform and for the processing of gift aid.

With whom do we share your information?

Depending upon the service we are providing, it may be necessary to refer you to another agency. Where this happens, we may share your personal information, as appropriate, with the local authority, the health service, specialised charities (such as food banks, Citizens Advice etc.) and the police. We will normally obtain your consent before doing this unless we are required to share your information to safeguard children or adults at risk of harm, for specific legal reasons, or to protect life.

With your consent, we may also share your personal information with the Tzu-Chi headquarters in Taiwan; and any appropriate overseas branch of charities if you move to or choose to volunteer within their jurisdiction.

Storing your information

We store your personal information securely using the following cloud-based services: Google Workspace, Business One Drive, and Jotform. Service users' information is kept for a further two years after service delivery has ended, after which it is erased. Volunteers' information is subject to annual renewal. Gift aid information is deleted after processing. Promotional photos and videos may be kept indefinitely and stored either electronically as described here or in a secure filing cabinet.

Your rights

Under data protection law, you have a right to access your information, to be forgotten, to have errors rectified, to restrict processing, to object to processing and to data portability. Information and advice on enforcing these rights is available from the Information Commissioner's Office Helpline: 0303 123 1113.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Any complaint or enquiry should be directed to us using the contact details at the top of this notice.