



FRIENDS HOUSE MOSCOW
Registered Charity 1055965 (UK)
and
FRIENDS HOUSE MOSCOW SUPPORT ASSOCIATION
501c(3) Nonprofit ID 94-3286458 (USA)

Privacy Statement

Last updated: April 2018

The privacy and security of your personal information is extremely important to us. This privacy statement explains how and why we use your personal data, to make sure you stay informed and can be confident about giving us your information.

We'll never sell your personal data, and we will only share it with organisations we work with when it's necessary for data processing, or when you have given us explicit consent for a specific purpose, and the privacy and security of your data is assured.

Who are 'we'?

The policies in this document relate to the work and activities of the British registered charity Friends House Moscow (charity registration number 1055965), and the American 501c(3) nonprofit Friends House Moscow Support Association (ID 94-3286458).

What personal data do we collect?

Your personal data is any information which identifies you, or which can be identified as relating to you personally, for example, name, address, phone number, email address.

We collect personal data that you consent to provide to us. We will only collect the personal data that we need, in connection with specific activities to keep you informed of our work and to process donations.

You can give us your personal data by filling in an email signup form (either online or as a printed copy), by providing your details when you give us a donation, or by corresponding with us (by phone, email, a contact form on the website, or post). The information you provide us may include:

- Personal details (name, email address, postal address, telephone, and so on)
- Financial information (payment information such as credit or debit card or direct debit details, and whether donations in the UK are gift-aided)

How we use your personal data

We'll only use your personal data in ways consistent with relevant lawful grounds as permitted by the EU General Data Protection Regulation, and legislation in the USA.

Where we have your permission, we will send you emails to keep you updated with our work, and to invite your support by making a donation, getting involved in fundraising activities or leaving a gift in your will.

Similarly, where we have your permission to do so, we may contact you for these purposes by direct mail via the post.

If you make a donation, we'll use any personal information you give us to record the nature and amount of your gift, claim gift aid (in the UK) or send you a tax deductibility letter (in the USA) where you've told us you're eligible, and thank you for your gift. If you interact or have a conversation with us, we'll note anything relevant and store this securely on our systems.

If you tell us you want to support us by publicising our work or fundraising, we'll use the personal information you give us to record your plans and contact you to support your efforts.

What we do to keep your data secure

We will always strive to keep your information secure to maintain your confidentiality. We use strong encryption when your data is in transit, and we only use service providers who ensure the highest standards of security when storing and processing data.

Who has access to your data

It is our policy never to pass on your personal details to other organisations for their use, except when we have your express permission or when the law requires it. Occasionally, for example, we may ask permission to share your information with our project management company in Russia if (say) you are planning a trip and would like to make contact with one or more of our projects.

Where applicable, we may share your information with service providers that we use to generate supporter emails or to process donations on our behalf. Any information will be shared securely and solely for the purpose(s) specified by us.

Some organisations which provide services to us, for storing or processing data, may transfer data about our European supporters to locations outside the European Economic Area. We'll only allow this if the data is adequately protected. Some of our systems are provided by US companies and whilst it is our policy that we prefer hosting and processing of European data to remain where feasible within the EU, it may be that using these systems results in data transfer to the USA. However we only allow this when we are certain it will be adequately protected (e.g. by US Privacy Shield or Standard EU contractual clauses).

Keeping your information

We will only use and store your information for as long as it is required for the purposes it was collected for. How long it will be stored for depends on the information in question, what it is being used for and, sometimes, statutory legal requirements.

Your data protection rights

Where we are using your personal data on the basis of your consent, you have the right to withdraw that consent at any time. You also have the right to ask us to stop contacting you in particular ways.

You have the right to request a copy of the information that we hold on you, in an understandable format together with an explanation of why we hold and use it. Depending on how you contact us we may first need you to provide information that will help us confirm your identity.

What to do if you're not happy

In the first instance, please contact us directly by email or post at one of the addresses listed below, so that we can resolve any problem or query. In the U.K. you also have the right to contact the Information Commissions Office (ICO) (www.ico.org.uk) if you have any questions about Data Protection.

Updating your data and preferences

We want you to remain in control of your personal data. If, at any time, you want to update or amend your personal data or contact preferences, or to withdraw your consent to hold your data, please contact us in one of the following ways:

- In any emails you receive from us via our newsletter email list, you can click on the "update subscription preferences" link to update your data and the ways in which you wish to be contacted.

You can also click on the "unsubscribe" link to withdraw your consent to be contacted by email. If you unsubscribe, before acting on it we will first contact you by email to

confirm whether or not you wish *in addition* to withdraw consent for contact by direct mail, and/or to withdraw consent entirely for us to hold your data.

- You may also contact us by email at one of the following addresses:

Friends House Moscow (UK registered charity): fhmbc@friendshousemoscow.org

Friends House Moscow Support Association: fhmsa@friendshousemoscow.org

- You may also write to us at one of these addresses:

Friends House Moscow (UK registered charity):

Unit 14451

PO Box 6945

London W1A 6US

U.K.

Friends House Moscow Support Association:

P.O. Box 60253

Palo Alto, CA 94306

USA