

Privacy policy

We are committed to protecting your personal information

We are committed to protecting your personal information. This page, together with our terms of use for this site and our cookies policy, sets out the basis on which we will process any personal information we collect from you, from published sources and public registers, or that you provide to us.

Any questions regarding this privacy policy should be sent by email to charity@wearebang.com

How we may use your personal information

1. To provide you with information (including fundraising or campaigning activities), services or products you have requested or which we feel may interest you where you have consented to being contacted.
2. To allow you to participate in interactive features on our website, when you choose to do so, for example, we may help you complete forms by inserting your contact details for you to edit.
3. To analyse and improve the services offered on our websites by providing you with the most user-friendly navigation experience we can for your computer or other internet device.
4. With IP addresses, to identify your approximate location, block disruptive use or to establish the number of visits to the website from different countries.
5. To process personal information for the purposes of customer analysis and direct marketing to help us with our activities and to provide you with the most relevant information.
6. To process personal information and/or provide this to a third party for the purposes of analysing demographics to inform our campaign and marketing strategies.
7. If you do not want us to use your data for direct marketing purposes please tick the relevant box situated on the form on which we collect your data or contact our Supporter Care team.
8. We review our retention periods for personal information on a regular basis.
9. We are legally required to hold some personal information to fulfil statutory obligations, for example the collection of Gift Aid or to support certain financial transactions. We will hold information about your details so that we can respect your preferences for being contacted by us.

How we will contact you

If we contact you by phone or email, we will not contact you again if you ask us not to. You can contact us to change your contact preferences by emailing charity@wearebang.com or calling 0208 963 9560.

We will never contact you to send you information about how you can support BANG by email or text unless you have given us your prior permission.

How we handle your information and other organisations

BANG will not rent or sell your personal information to other organisations for use by them in their own direct marketing activities.

However, where you have given us permission to contact you, we may use external service providers to do this on our behalf. An external service provider may, for example, include a fundraising agency calling on our behalf. We may ask external service providers to carry out tracking and analysis on our behalf as described in the cookies policy.

Where we use an external service provider to act on our behalf, we will disclose only the personal information necessary to deliver the service and will have a contract in place that requires the provider to comply with BANG data protection and information security requirements.

We may disclose your personal information to third parties if we are under a duty to disclose or share your personal data in order to comply with any legal obligation; or in order to enforce or apply our terms of use for this website or other agreements; or to protect the rights, property or safety of BANG, our donors or others. This includes exchanging information with other companies and organisations for the purposes of fraud detection and protection.

How we handle direct debit or credit card information

BANG will ensure that when collecting sensitive information over the Internet such as debit cards, credit cards or personal information that this done so securely.

To protect yourself when sending us sensitive information, please ensure that you use devices running supported operating systems that are regularly patched, and incorporate some form of malware protection. Only connect your devices to networks that you trust.

Following links to third-party websites

This website may include links to other websites, not owned or managed by BANG. Whilst we try our best to only link to reputable websites we cannot be held responsible for the privacy of data collected by sites not managed by BANG, nor can we accept responsibility or liability for those policies. For this reason you should consult the privacy policy on any external website you link to before you submit any data to those websites.

Posting or sending inappropriate content

If you post or send any content that we believe to be inappropriate or content in breach of any laws, such as defamatory content, we may use your personal information to inform relevant third parties such as your internet provider or law enforcement agencies.

Posting or sending content that you do not own

We have the right to disclose your identity to any third party claiming to own any content that you posted.

Where we store your information

BANG may for financial or technical reasons from time to time need to use the services of an Internet Services Provider located outside of the European Economic Area. However, BANG shall ensure that your personal information will be held by those Internet Service Providers in compliance with European data protection regulations. By submitting your personal information to our website, you agree to this transfer, storing or processing at a location outside the European Economic Area. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy. In cases when we use external websites provided by other organisations such as Twitter or Facebook, then we would ask you to consult their privacy policies.

How to access your personal information

You have a right to know whether or not BANG holds any information about you (personal data) and a right to be provided with your information within 40 days in accordance with the Data Protection Act.

You can request your personal information by email to charity@wearebang.com

We do not make a charge for this. It'll help us to find your information if you can tell us something about the nature of your contact with us.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Updates or changes to the privacy policy

We reserve the right to make changes to this Privacy Policy. Each time you visit this site you should check this Privacy Policy to check that no changes have been made to any sections that are important to you. Where appropriate, any changes will be notified to you by email.