

Animal Squad

Privacy Policy

Registered Charity No. 1217420 | Last updated: June 2026

1. Introduction

Animal Squad ("we", "us", "our") is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you interact with us whether through our website, events, fundraising activities, volunteering, or correspondence.

We are a registered charity in England and Wales (Charity Commission No. 1217420), with a registered office at 9 Bessemer Crescent, Aylesbury, Bucks HP19 8TF.

We are registered with the Fund Raising Regulator and HMRC for Gift Aid.

We act as a data controller in respect of the personal information we hold about you. This means we determine the purposes and means of processing your personal data and we are responsible for it.

Please read this policy carefully. By engaging with us, you acknowledge that your personal information will be handled as described here.

2. Information We Collect

2.1 Information You Provide to Us

We may collect and process the following personal information that you provide directly to us:

- Your name, postal address, email address, and telephone number
- Financial information such as bank account or payment card details are processed securely via our payment providers, we do not hold your financial information
- Gift Aid declarations, including your taxpayer status
- Communications you send to us, including emails, letters, and enquiries
- Volunteer application information, including references and background check information where applicable
- Information about your preferences, interests, and activities relating to our work

2.2 Information Collected Automatically

When you visit our website, we may automatically collect certain technical information, including:

- Your IP address, browser type and version, and operating system
- Pages you visit and the time and duration of your visit
- Referring website addresses
- Cookie identifiers (see our Cookie Policy below)

2.3 Information from Third Parties

We may receive personal information about you from third parties, such as fundraising platforms (e.g. JustGiving, Virgin Money Giving), event registration services, or social media platforms, where you have consented to that information being shared with us.

3. How We Use Your Information

We use your personal information for the following purposes and on the following legal bases:

3.1 Carrying Out Our Charitable Activities (Legitimate Interests / Contract)

- Processing donations and managing Gift Aid claims
- Registering and managing volunteers
- Organising and administering events and fundraising activities
- Responding to your enquiries and communications
- Providing updates about our work and activities to existing supporters

3.2 Compliance with Legal Obligations

- Maintaining financial records required by charity and tax law
- Complying with safeguarding obligations
- Meeting requirements set by the Charity Commission for England and Wales

3.3 With Your Consent

- Sending you newsletters, fundraising appeals, or marketing communications by email, post, or telephone
- Sharing your story or images on our website or social media (where you have given explicit consent)

Where we rely on your consent, you have the right to withdraw it at any time by contacting us at team@animalsquad.org.uk.

4. Sharing Your Information

We do not sell, rent, or trade your personal information to third parties for marketing purposes. We may share your information in the following limited circumstances:

- With trusted third-party service providers who assist us in operating our charity (such as payment processors, IT service providers, and mailing services), who are bound by data processing agreements and may only use your data as instructed by us
- With HMRC for the purposes of Gift Aid reclaims
- With the Charity Commission or other regulatory bodies if required to do so by law
- With other parties if we are required to do so by a court order or other legal obligation
- With successor organisations in the event of a merger, restructure, or transfer of our charitable activities

We will always ensure appropriate safeguards are in place when sharing your data.

5. Cookies

Our website may use cookies, small text files stored on your device. To improve your experience and help us understand how our website is used. We use:

- Strictly necessary cookies: required for the website to function and cannot be switched off
- Analytics cookies: help us understand how visitors use our site (e.g. Google Analytics) — these are only set with your consent

You can control or disable cookies through your browser settings. Please note that disabling cookies may affect the functionality of our website.

6. Data Retention

We retain your personal information only for as long as is necessary for the purposes set out in this policy and to comply with our legal obligations. The retention periods we apply include:

- Donation records and Gift Aid declarations: retained for seven years after the end of the tax year in which the donation was made, in line with HMRC requirements
- Volunteer records: retained for the duration of your volunteering and for a reasonable period thereafter
- General correspondence: retained for up to three years unless there is an ongoing relationship or legal reason to retain it longer
- Website analytics data: retained in aggregated and anonymised form

When your information is no longer required, it will be securely deleted or anonymised.

7. Your Rights

Under UK data protection law (UK GDPR and the Data Protection Act 2018), you have the following rights in relation to your personal information:

- Right of access: you may request a copy of the personal information we hold about you
- Right to rectification: you may ask us to correct any inaccurate or incomplete information
- Right to erasure: you may ask us to delete your personal information in certain circumstances
- Right to restriction of processing: you may ask us to restrict how we use your data in certain circumstances
- Right to data portability: you may request that we transfer your data to another organisation or to you in a structured, machine-readable format
- Right to object: you may object to our processing of your personal information where we rely on legitimate interests, or where we use it for direct marketing
- Rights related to automated decision-making: you have the right not to be subject to decisions made solely by automated processing, where such decisions have a significant effect on you

To exercise any of these rights, please contact us at team@animalsquad.org.uk. We will respond to your request within one month. There is no charge for exercising your rights.

8. Security of Your Information

We take the security of your personal information seriously and implement appropriate technical and organisational measures to protect it against accidental loss, unauthorised access, disclosure, alteration, or destruction. These include:

- Secure encrypted connections (SSL/TLS) on our website
- Restricted access to personal data on a need-to-know basis
- Use of reputable third-party payment processors who comply with PCI DSS standards

However, the transmission of information over the internet is never completely secure. While we do our best to protect your personal information, we cannot guarantee the security of information transmitted to our website.

9. International Transfers

We do not routinely transfer your personal data outside the United Kingdom. If we ever need to do so, we will ensure that appropriate safeguards are in place in accordance with UK data protection law, such as standard contractual clauses approved by the UK Government.

10. Children's Privacy

Our services are not directed at children under the age of 13. We do not knowingly collect personal information from children under 13 without verifiable parental consent. If you believe we have inadvertently collected such information, please contact us so we can delete it.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will post any updated policy on our website with a revised effective date. We encourage you to review this policy periodically. Where changes are significant, we will take reasonable steps to notify you.

12. How to Complain

If you have concerns about how we have handled your personal information, please contact us in the first instance at team@animalsquad.org.uk and we will do our best to resolve the matter.

If you remain dissatisfied, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection:

- Website: www.ico.org.uk
- Helpline: 0303 123 1113
- Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

13. Contact Us

If you have any questions about this Privacy Policy or how we handle your personal information, please contact us:

Email: team@animalsquad.org.uk

Post: 9 Bessemer Crescent, Aylesbury, Bucks HP19 8TF

Charity Commission registration number: 1217420