Data Protection & Privacy Policy

Purpose

Nibbles Rodent & Rabbit Rescue collects and stores personal data only where necessary to fulfil its charitable objectives. This includes managing animal welfare, processing donations, coordinating adoptions, and communicating with volunteers and supporters.

We are committed to handling all personal data lawfully, fairly, and transparently, in line with the General Data Protection Regulation (GDPR) and the UK Data Protection Act 2018.

What Data We Collect

We may collect and store:

- **Adopter information** – name, address, contact details, and adoption application history.
- **Surrendering owner information** – name, address, contact details, and information relevant to the animals being relinquished.
- **Volunteer and staff information** – name, address, emergency contacts, training and induction records.
- **Supporter information** – name, contact details, donation history, Gift Aid declarations (where applicable).

We only collect data necessary for legitimate purposes and do not request irrelevant or excessive information.

How Data Is Used

Data is used for:

- Processing adoption, surrender, or volunteering applications.
- Providing appropriate care and maintaining accurate animal records.
- Processing donations and claiming Gift Aid (where applicable).
- Ensuring compliance with legal and safeguarding requirements.

- Contacting supporters where consent has been given.

Thank-you messages: We may contact you to acknowledge and thank you for a donation. This is a one-off service communication and is not considered marketing. You will not receive ongoing updates or fundraising requests unless you have opted in to hear from us.

We never sell or trade personal data.

Sharing of Data

We only share personal data where strictly necessary. Examples include:

- Providing an adopter's details to a trusted home checker to carry out a pre-adoption visit (with prior consent).

- Providing an owner's details to a trusted volunteer when arranging animal collection (with prior consent).

- Sharing donor data with HMRC solely for Gift Aid claims.

No personal data is shared for marketing purposes.

Data Storage & Security

- Animal and human records are stored securely in **ShelterManager**, a GDPR-compliant system with restricted access.

- Governance and financial records are stored via Nibbles' Google Non-Profit account with appropriate security settings.

- Paper records are minimised, scanned where necessary, and stored securely until disposal.

- Only the Centre Manager has full access to all data. Access for other staff and trustees is strictly limited to what is required for their role.

Data Retention

- Animal records and associated owner/adopter details are retained for the life of the organisation.
- Volunteer and staff records are retained for 5 years after leaving.
- Supporter data is retained while active. Inactive data (no contact/donation for 5 years) will be deleted.
- Financial records (including Gift Aid) are retained for at least 7 years to meet legal requirements.

Your Rights

Individuals have the right to:

- Access the data we hold about them.
- Request correction of inaccurate data.
- Request deletion of data, unless required by law.
- Withdraw consent for communications at any time.

Requests can be made by email to **team@nibbles.org.uk**.

Review & Updates

This policy is reviewed annually and updated where required to ensure ongoing compliance and best practice.