

Privacy and Data Protection Notice

Introduction

This Privacy and Data Protection Notice explains how The Mission to Seafarers collects, uses, stores and protects your personal information.

We are committed to being open, careful and respectful with the information you share with us, and to handling personal data lawfully, fairly and transparently.

Who we are

The Mission to Seafarers (MtS) is a maritime welfare charity working in over 50 countries, with a presence in more than 200 ports worldwide.

We are registered as a charity in England and Wales (charity number 1123613) and as a company limited by guarantee (company number 6220240).

For the purposes of data protection law, The Mission to Seafarers is the data controller.

What personal information we collect

We may collect personal information including your name, contact details, donation history, Gift Aid status, communication preferences, and any other information you provide when contacting us or engaging with our services.

Where necessary, we may also collect limited special category data, such as access or dietary requirements for events, and we will always explain why this information is needed.

How we collect information

We collect personal information when you donate, sign up to hear from us, attend events, contact us, volunteer, or use our website.

We may also collect limited technical information through cookies to help improve our website experience and services.

Why we use your information

We use personal information to process donations, claim Gift Aid, communicate with supporters where permitted, manage relationships, meet legal obligations, and improve our charitable work.

Lawful basis for processing

We process personal data under one or more lawful bases, including contract, legal obligation, legitimate interests, and consent.

You can withdraw your consent for communications at any time.

Online donations and Fundraising

When you donate online, we use FundRazr as a secure fundraising platform.

Funraisin acts as a data processor on our behalf and processes personal data only in accordance with our instructions.

Payment details are handled securely by third-party payment providers and are not stored by The Mission to Seafarers.

Sharing your information

We do not sell or swap your personal information.

We may share data with trusted service providers who support our charitable activities, such as donation processing and mailing services, and with HM Revenue & Customs for Gift Aid claims where applicable.

International transfers

As an international organisation, some personal data may be transferred outside the UK.

Where this occurs, appropriate safeguards are in place to protect your information.

How long we keep your information

We keep personal data only for as long as necessary for the purposes for which it was collected, including legal, financial and reporting requirements.

When no longer required, data is securely deleted or anonymised.

Your rights

You have the right to access, correct, delete or restrict the use of your personal data, object to processing in certain circumstances, and to withdraw consent where applicable.

You also have the right to raise a concern with the Information Commissioner's Office.

Keeping your information safe

We use appropriate technical and organisational measures to protect personal data against loss, misuse, or unauthorised access.

Changes to this notice

We may update this Privacy and Data Protection Notice from time to time. The latest version will always be available on our website.

Contact us

If you have any questions or queries about this Privacy and Data Protection Notice, how your personal data is used, or if you wish to exercise any of your data protection rights, please contact our Data Protection Officer:

Data Protection Officer

The Mission to Seafarers

1st Floor, 6 Bath Place

Rivington Street

London EC2A 3JE

Telephone: 020 7246 2944

Email: dataprotection@missiontoseafarers.org

If you are not satisfied with our response, you have the right to raise a concern or complaint with the UK's Information Commissioner's Office (ICO).