

Last updated: May 2026

REACT Disaster Response is committed to protecting your personal data and being transparent about how we use it.

This notice explains what data we collect, how we use it, and your rights.

Who We Are

REACT Disaster Response is a UK registered charity (Charity No. 1163214) providing emergency and disaster response support.

For the purposes of data protection law, REACT Disaster Response is the data controller.

Registered address:

Unit 8, Chilmark, Salisbury, Wiltshire SP3 5DU


Contact details:

Data Protection Lead (Privacy Enquiries)

Jane Pound

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 0300 330 9488

What Information We Collect

We collect personal data when you interact with us, for example when you:

- Volunteer with us
- Donate
- Contact us
- Use our website

The types of data we may collect include (but not limited to):

- Name and contact details (email, phone, address)
- Donation and payment information
- Your communication preferences
- Records of your interactions with us
- Technical data (such as IP address, browser type, and device information)
- Website usage data (such as pages visited and interactions)

Volunteers

If you volunteer, we may also collect:

- Skills, experience, and training records
- Location and availability to deploy
- Emergency contact details
- Relevant health information (only where necessary for safe deployment)

Where we collect health information and criminal record details, this is treated as special category data and is processed only where necessary for safety of training and deployment and is supported by an appropriate lawful basis and condition under data protection law.

How We Use Your Information

We use your data to:

- Deliver our charitable activities in line with our objectives
- Manage volunteers safely and effectively
- Process donations and claim Gift Aid
- Communicate with you about our work
- Improve how we operate

We aim to use your information in a way that is proportionate, respectful, and secure.

Our Legal Bases for Using Your Data

We rely on the following lawful bases:

Legitimate interests – To run our charity, manage volunteers, and communicate with supporters

Consent – For example for email and SMS marketing communications

Contract – Where you enter into an agreement with us

Legal obligation – For financial and regulatory requirements (e.g. Gift Aid, tax management)

Vital interests – Where necessary to protect someone's safety

Where we rely on legitimate interests, we ensure our use of data is proportionate and does not override your rights. We carry out assessments to balance our interests with your privacy. You can request more information about these assessments.

We maintain an internal record of processing activities to ensure that personal data is only used where it meets an appropriate legal basis.

Fundraising and Communications

We may contact you to tell you about our work and how you can support us.

- We will only send email or SMS marketing if you have given consent
- We may send postal communications where this is in our legitimate interests
- All marketing communications include a clear and easy way to opt out

We will never:

- Sell your data
- Share your data with other organisations for their marketing purposes

Profiling

We may carry out limited analysis of your interactions with us (for example, reviewing donation history) to help us communicate more effectively.

We do not carry out intrusive profiling or wealth screening.

Sharing Your Information

We may share your data with:

- Trusted service providers (such as IT systems, CRM platforms, and payment processors)
- Partner organisations (where necessary for joint activities)
- Regulators or authorities where required by law

These organisations act as data processors on our behalf and are required to process your data securely and only in accordance with our instructions.

Where personal data is transferred outside the UK, we ensure appropriate safeguards are in place.

Keeping Your Data Safe

We take appropriate steps to protect your data, including:

- Secure systems and password protection
- Role-based access controls
- Encryption and secure data transfer where appropriate
- Staff and volunteer training
- Secure storage of paper records
- Regular review of our security controls

How Long We Keep Your Data

We only keep your data as long as necessary:

- To fulfil the purpose it was collected for
- To meet legal or regulatory requirements

Retention periods vary depending on the type of data. For example:

- Donation records – typically up to 7 years for legal and tax purposes
- Volunteer records – for the duration of involvement and for example where required after volunteering ends for safeguarding or other legal requirement.

We regularly review and securely delete data when it is no longer needed. Further detail is set out in our internal data retention policy.

Your Rights

You have the right to:

- Access your personal data
- Correct inaccurate data
- Request deletion (where applicable)
- Object to or restrict processing
- Withdraw consent at any time
- Object to direct marketing (this will always be respected)
- Request data portability

To exercise your rights, contact us using the details above. Requests can be made in writing, by phone, or in person.

We will always aim to resolve any concerns internally, however you have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you are unhappy with how we handle your data.

Data Breaches

We have a specific data breach policy and procedure in place. If a data breach occurs that is likely to affect your rights or freedoms, we will take appropriate action to minimise the impact.

Where required, we will notify affected individuals without undue delay and report the matter to the Information Commissioner.

Cookies

Our website uses cookies and similar technologies.

You can manage your cookie preferences through your browser settings or our cookie consent tool.

For full details, please see our Cookie Policy.

Automated Decision-Making

We do not make decisions about you based solely on automated processing.

International Transfers

Where this is necessary, appropriate safeguards will be put in place and we will adhere to the standards set out in UK legislation and practice.

Changes to This Notice

We may update this notice from time to time. The latest version will always be available on our website.