



Privacy and Cookies Policy

At goalgiving we respect your privacy and are committed to protecting your personal data. In this privacy policy we explain how we collect and use your personal information when you visit our website, or use our services to do more good. There's quite a lot of it, but it's important for your protection and we've spent time working with our lawyers to ensure we understand and are able to deliver our commitment to you.

"We" are goalgiving Ltd (company number 11641697) and our registered office is Streets Chartered Accountants Building 15 Gateway 1000, A1 (M) Junction 7, Stevenage, Hertfordshire, United Kingdom, SG1 2FP. We are the data controller for the purposes of the Data Protection Act 2018, the EU General Data Protection Regulation (GDPR) and any other data protection legislation applicable in the UK from time to time.

If you have any questions about your privacy on our website, or our use of your personal data, please contact us via hello@goalgiving.com.

Please note that links from our website may take you to external websites which are not covered by this policy. We recommend that you check their privacy policies before submitting any personal information to such sites. We will not be responsible for the content, function or information collection policies of these external websites.

What information do we collect about you and how do we collect it?

You are not required (by law or by any contract with us) to provide personal information to us via our website. We will only require you to provide personal information to us where it is necessary for us to provide you with a service at your request.

Information you provide to us

We may receive personal information about you whenever you contact us. For example, by doing the following:

- Enquiring about our services, including submitting a web form, sending us an email or contacting us via our contact page.
- Registration on our platform including filling in any web forms on our website.
- Using our platform to place donations or get involved in a campaign or contacting us to claim or facilitate the delivery of any rewards.
- Supplying your services via our platform



- Using and browsing our website, including providing us with any preferences.
- Telephoning, texting, messaging on social media, writing by post or emailing us.
- Submitting a testimonial for our website.
- Subscribing to newsletter or mailing list or providing us with your email preferences /interests. Enquiring about, or applying for, job vacancies.

This information may include the following:

- Normal identification information, such as your full name, date of birth, age, and marital status, e.g. by use of Mrs.
- Contact information, such as your postal address, email address and telephone number.
- Additional information relevant to your use of our website and services, such as your marketing preferences, survey responses and feedback and information relating to your use of our platform such as the sports team that you support, the amount of any potential donations, any charities/causes that you support and your attendance at sports games.
- Where you are dealing with us as a brand partner (sports club or sponsor) or as a charity partner, the details of any person(s) who will be our point of contact or a point of contact for our customers.
- Information relating to any of your transactions on our website, such as recording your donations for a campaign and previous campaigns.
- Payment information (this is securely collected and processed by our payment provider and we do not hold any of your payment details).
- In respect of job applications, your CV including details of your education and employment history (and any other information which you may choose to provide to us with your CV).

Information we collect about you on our website

We collect information using cookies and other similar technologies.

Cookies:

A cookie is a small text file that is sent by a website server to your browser and stored on the hard drive of your computer. Cookies allow website operators to accumulate useful information, such as whether the computer (or its user) has visited the site before. Cookies are required for a number of functions which makes websites work, or work more efficiently, and they can provide information to website owners about how you use their website.

We use cookies to monitor how visitors use our website and help distinguish you from other users of our site. This helps us to provide a streamlined online experience when you use our site by saving



you from re-inputting some information and also allows us to make improvements to our website to provide you with a better service. Cookies also allow us to personalise the content of the website to you by recording information about your preferences. By continuing to browse our site, you are agreeing to our use of cookies.

We use both persistent cookies (which expire on a specified date) and session cookies (which expire when you close your browser). The cookies used on this site have been categorised based on definitions given in the ICC UK Cookie Guide. We use the following cookies:

- **Strictly necessary cookies.** These are required for the operation of our website.
- **Analytical/performance cookies.** These allow us to recognise and count our website's visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily. We use Google Analytics performance cookies to provide anonymous statistics on how our site is used. Some of our performance cookies may be managed by third parties.
- **Functionality cookies.** These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example your choice of language or region – or your cookies and marketing preferences).
- **Targeting cookies.** These cookies record your visit to our website, the pages you have visited and the links you have followed.

First party cookies

These are cookies that are placed by our website:

Cookie Name	Cookie Description	Expiration
goal_giving_session	Manages your website session and keeps you logged in	1 hour
XSRF-TOKEN	Used for security to prevent forged requests	1 hour



Third party cookies

Third party cookies are set by external websites as a result of features that we include on our website. As you navigate our website, you may find that the following third party cookies are placed:

Domain	Cookie Name	Cookie Description	Expiration
.goalgiving.com	_ga	Google Analytics - used to distinguish users	2 years
.goalgiving.com	_gid	Google Analytics - used to distinguish users	24 hours
.goalgiving.com	_gat_UA-135627655-1	Google Analytics - used to throttle request rate	1 minute
.goalgiving.com	_fbp	Facebook Pixel	3 months
.facebook.com	act	Facebook Pixel	N/A
.facebook.com	c_user	Facebook Pixel	3 months
.facebook.com	datr	Facebook Pixel	460 days
.facebook.com	fr	Facebook Pixel	3 months
.facebook.com	presence	Facebook Pixel	N/A
.facebook.com	sb	Facebook Pixel	460 days
.facebook.com	wd	Facebook Pixel	7 days
.facebook.com	xs	Facebook Pixel	3 months

You decide which cookies we use



We understand that you may not wish to contribute to the anonymous statistics that we collect about how visitors use our website, or to have third party services recognise your preferences when you visit our website.

You can configure your cookie settings in your browser (but please note that, if you prevent the website from placing our first party cookies, this may affect the functionality of the website). You can find out more about how to do this at the following links:

- [Chrome](#)
- [Firefox](#)
- [Safari](#)
- [Opera](#)
- [IE](#) and [Edge](#)

Further information about cookies

There's a lot of good information about cookies available online. For more information about cookies generally visit allaboutcookies.org.

If you have any questions about how we use cookies, please contact us.

When you visit our website we may collect the following information:

- Which pages you view and which links you follow.
- Your IP address and general location.
- Details of the hardware and software that you are using to access the website, including any other operating system details.
- Where you are using a mobile phone to access our website, data that identifies the mobile device being used, device location and any specific settings applied.
- Any passwords and login details that you use on our website.
- If you choose to log in using a third party, we will record your login provider.
- If you choose to link your account to a third party marketplace to import items for shipment, we will record the details necessary to facilitate that link.



- A device identifier (cookie or IP address) for fraud prevention.
- Details of your visits to our website and the resources that you access, including, but not limited to, traffic data, location data, weblogs and other communication data.
- Information generated from tools that analyse your online activity such as Google Analytics, Google Tag Manager, LinkedIn Insight Tag and Facebook Pixel.
- Where orders originate from advertising sources or another referrer website, we record the source of each order. This is purely to allow us to assess the effectiveness of these adverts and is not used for customer profiling of any kind.

Our website is not intended for children and we do not knowingly collect data relating to children.

Information we collect about you from other sources

We may collect information about you from other sources. This may include the following:

- Publicly available information, from sources such as Companies House and the Electoral Roll.
- Information you have shared publicly, including on social media (particularly in respect of job applications).
- If you apply for a job, we may collect information about your criminal record by obtaining a DBS check through an approved agency (where required or permitted by law).
- Information from third party databases or lead suppliers.

This list is not exhaustive and, in specific instances, we may need to collect additional data for the purposes set out in this policy.

Information we receive about you from other sources

Sometimes you will have given your consent for other websites, services or third parties to provide information to us.

This could include information we receive about you if you use any of the other websites that we operate or the other services that we provide, in which case we will have informed you when we collected that data if we intend to share those data internally and combine it with data collected on this website. We will also have told you for what purpose we will share and combine your data.

It could also include information from third parties that we work with to provide our services, such as our brand or charity partners who may refer you to our service, payment processors, technical support companies and advertising and marketing companies. Whenever we receive information about you



from these third parties, we will let you know what information we have received and how and why we intend to use it.

How and why do we use your personal information?

We take data protection law seriously, so below we have set out exactly how and why we use your information, and what our legal basis is to be able to use your information in each way.

Providing our services

It is necessary for us to use personal information about you to enter into and perform the contracts that we make with you, such as when you become a customer or carry out a transaction. To process your personal data in this way, we will rely on legal bases of performing our contract with you and pursuing our legitimate interests. Using your information in this context is necessary so that we can:

- Provide you with our services and information about your contract with us and to facilitate the delivery of any rewards to you from our brand and charity partners.
- Provide you with information about our services and about your ongoing campaigns and donations you have made.
- Verify your identity.
- Make a decision to supply our services and to allow you to utilise our online platform.
- To provide customer service, including the provision of assistance with any enquiries you may have and to deal with any complaints you may have.
- Contact you about any changes that we make to our services.
- To establish and maintain any company account or profile you make with us and to effectively manage donations and provide you with any personal settings and preferences on your company dashboard.
- Administer our website, including troubleshooting problems, analysing statistics, conducting research and tests and keeping the website secure.
- Administer your order and taking payments, including providing you with payment receipts.
- If you enquire about, or apply for, a job vacancy, it is necessary for us to use your personal information as part of the recruitment process, in order to assess your suitability for a particular role.



Telling you about other services or campaigns that we think may be of interest to you

We may use your information to identify and tell you about our services that we think may be of interest to you. We will only do this where you have informed us that you would like to receive marketing communications and you may update your preferences at any time by logging into your account profile or emailing hello@goalgiving.com.

We may also use your information to invite you to participate in market research. If we do contact you about market research, you do not have to participate. If you tell us that you do not want to receive market research communications, we will respect this.

Whether you choose to receive marketing communications, or market research communications is entirely up to you. You can choose to receive both, none, or just one or the other. Your choice will not affect any of your transactions on our platform, nor any of your future transactions.

Telling you about services or campaigns that are similar to ones that you have already bought

If you have already used our service we may contact you with some information about other similar services or campaigns as well as letting you know about any special offers or rewards to be won. We will rely on the lawful basis of legitimate interests in doing so.

We will only contact you by email, phone, text message or via social media and you can choose not to receive these messages at any time. Simply follow the instructions in the message, or email hello@goalgiving.com.

Making our business better

We always want to offer the best services and experience that we can. Sometimes this means we may use your information to find ways that we can improve what we do, or how we do it.

In this context, we will rely on the lawful basis of legitimate interests and will only use your information where it is necessary so that we can:

- Review and improve our existing services and develop new ones.
- Review and improve the performance of our systems, processes and staff (including training).
- Improve our website to ensure that content is presented in the most effective manner for you and for your computer.
- measure and understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you.



Contacting you

We want to stay in touch with you. Sometimes we may need to use the information that we have about you in order to respond to your questions or let you know about important changes. We will rely on the lawful basis of performing our contract with you and pursuing our legitimate interests when we contact you.

We will only use your information in this respect where it is necessary so that we can:

- Interact and respond to any communications you send us, including where you use the Contact Us section, and any social media posts that you tag us in.
- Let you know about any important changes to our business or policies.

Verifying your identity

We may use your information where it is necessary for us to do so in order to meet our legal obligations or to detect and prevent fraud, money-laundering and other crimes.

Protecting you and others from harm

We may use your information where it is necessary to protect your interests, or the interests of others, in accordance with our legal obligations and the pursuit of legitimate interests. This may include in the event of criminality such as identity theft, piracy or fraud.

Change of purpose

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Who do we share your personal information with?

Sharing your information within our company and group

We share the information that you provide to us with our staff so that we can provide our services to you.



We may share the information that you provide to us with other companies within our group and other websites that we and our group companies operate.

Sharing your information with third parties

We may share your data with selected third parties. For example, we may share your information with:

- Internet hosting providers to host the website, related infrastructure, services and applications.
- Technology providers and web developers to fix website issues or develop new website features to improve your experience on our website.
- Our brand or charity partners where you are eligible for a reward, wish to claim gift aid on your donation(s) or where you have confirmed that you want to receive future marketing contact from them.
- Contact management systems to send emails, instant messages, social media messages and SMS messages.
- Other third party service providers who provide services on our behalf or support our business functions including support with business administration including email campaigns, accounting and payment processing, marketing and advertising, customer feedback, analytics, legal compliance, quality assurance and technical development.
- Payment providers, such as SagePay, and other financial third parties in order to facilitate payment.

There are certain exceptional circumstances in which we may disclose your information to third parties. This would be where we believe that the disclosure is:

- Required by the law, or in order to comply with judicial proceedings, court orders or legal or regulatory proceedings.
- Necessary to protect the safety of our employees, our property or the public.
- Necessary for the prevention or detection of crime, including exchanging information with other companies or organisations for the purposes of fraud protection and credit risk reduction.
- Proportionate as part of a merger, business or asset sale, in the event that this happens we will share your information with the prospective seller or buyer involved.



How long do we keep your personal information?

We will only store your personal information for as long as we need it for the purposes for which it was collected. Where we provide you with any service, we will retain any information you provide to us at least for as long as we continue to provide that service to you.

We will not retain your data for any longer than is reasonably necessary for our purposes as outlined in this policy. In order to determine the appropriate period for us to retain your personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements. When we have no ongoing legitimate business need to process your personal data we will delete it, anonymise it or isolate it from any further processing until deletion is possible.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

If you apply for a job vacancy (or otherwise send us your CV) we will retain your CV (and any publicly available information, for example from social media) for a period of 12 months. If we are considering you for a particular role, we may retain this information for longer than that period.

How do we protect your personal information?

We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this policy.

We try to ensure that all information you provide to us is transferred securely via the website. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

All information you provide to us is stored on our secure servers in the UK. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our website, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

What rights do you have in respect of your personal information?

If you require any further information about your rights as explained below, or if you would like to exercise any of your rights, please email hello@goalgiving.com.



You have the right to be informed

We have a legal obligation to provide you with concise, transparent, intelligible and easily accessible information about your personal information and our use of it. We have written this policy to comply with this right.

You have the right to access your personal data

You have the right to ask us to confirm whether or not we hold any of your personal information. If we do, you have the right to have a copy of your information and to be informed of the following:

- Why we have been using your information.
- What categories of information we were using.
- Who we have shared the information with.
- How long we envisage holding your information.

In order to maintain the security of your information, we will have to verify your identity before we provide you with a copy of the information we hold. The first copy of your information that you request from us will be provided free of charge, if you require further copies we may charge an administrative fee to cover our costs.

You have the right to correct any inaccurate or incomplete personal data

Where you have requested a copy of the information we hold about you, you may notice that there are inaccuracies in the records, or that certain parts are incomplete. If this is the case you can email hello@goalgiving.com so that we can correct our records.

You have the right to be forgotten

There may be times where it is no longer necessary for us to hold personal information about you. This could be if:

- The information is no longer needed for the original purpose that we collected it for.
- You withdraw your consent for us to use the information (and we have no other legal reason to keep using it).
- You object to us using your information and we have no overriding reason to keep using it.
- We have used your information unlawfully.



- We are subject to a legal requirement to delete your information.

In those situations you have the right to have your personal data deleted. If you believe one of these situations applies to you, please email hello@goalgiving.com.

You have the right to have your data transferred to you or a third party in a common format

Also known as data portability, you have the right to obtain a copy of your personal data for your own purposes. This right allows you to move, copy or transfer your personal data more easily from one IT system to another, in a safe and secure way.

If you would like us to transfer a copy of your data to you or another organisation in a structured, commonly use and machine-readable format, please email hello@goalgiving.com. There is no charge for you exercising this right.

You have the right to object to direct marketing

You can tell us at any time that you would prefer that we do not use your information for direct marketing purposes. If you would not like to receive any direct marketing from us, please email hello@goalgiving.com or use the links provided in any of our marketing communications.

You have the right to object to us using your information for our own legitimate interests

Sometimes, we use your personal information to achieve goals that will help us as well as you. This includes when we tell you about services that are similar to ones you have already bought; when we use your information to help us make our business better; and when we contact you to interact, communicate or to let you know about changes we are making.

We aim to always ensure that your rights and information are properly protected. If you believe that the way we are using your data is not justified due to its impact on you or your rights, you have the right to object. Unless we have a compelling reason to continue, we must stop using your personal data for these purposes.

You have the right to restrict how we use your personal data

You have the right to ask us to stop using your personal data in any way other than simply keeping a copy of it. This right is available where:

- You have informed us that the information we hold about you is inaccurate, and we have not yet been able to verify this.
- You have objected to us using your information for our own legitimate interests and we are in the process of considering your objection.



- We have used your information in an unlawful way, but you do not want us to delete your data.
- We no longer need to use the information, but you need it for a legal claim.

You have rights related to automated-decision making and profiling

Any automated decision-making or profiling we undertake is solely for the purpose of tailoring the information which we provide to you. We will not use automated decision-making or profiling to make any decisions which will have a legal effect upon you or otherwise significantly affect you, and you have the right not to be subject to such decisions. If you have any concerns or questions about this right, please Contact Us.

Changes to our Privacy Policy

Any changes we make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by email. Please check back frequently to see any updates or changes to our privacy policy.

This version was last updated on 29/03/19 and historic versions can be obtained by contacting us.

Complaints

If you wish to make a complaint about our collection or use of your personal data, please Contact Us in the first instance so that we may seek to resolve your complaint.

You have the right to lodge a complaint with the Information Commissioner's Office (ICO), the statutory body which oversees data protection law in the UK. Please visit the [ICO website](#) if you wish to lodge a complaint with the ICO.

Contact Us

Our contact details are as follows

Post: goalgiving c/o Streets Chartered Accountants Building 15 Gateway 1000, A1 (M) Junction 7, Stevenage, Hertfordshire, United Kingdom, SG1 2FP

Email: hello@goalgiving.com

Website: www.goalgiving.com