

Privacy policy

This privacy policy covers details of what information we may collect from you, what we do with it, and with whom it might be shared.

We are committed to protecting your personal information and will only use it legally and responsibly.

We will never share your personal information to any third parties or external organisations unless you have given us your consent.

What personal information do we collect about you?

We only collect information that is necessary to run the Ukrainian Institute London, fulfil our obligations to you, and keep you informed about the Institute and its activities.

The personal information we collect may include:

- your name
- your email address
- postal address
- billing address
- current interests related to the work of the Institute and preferences
- ticket purchase and event registration/attendance
- donations you have made to the Institute
- credit card or other payment information (we only store this for as long as we need to process payment)
- Gift Aid declaration
- details of correspondence sent to you, or received from you
- any other information provided by you to the Ukrainian Institute London

In addition to the above, when you visit our website we use cookies to give us an idea of how users engage with our website – which pages or functionality are most used - so that we can continually improve our website and your user experience. See our [cookies policy](#) for more information.

How do we collect your personal information?

Information you give us

We collect personal information that you may provide to us including when you:

- purchase tickets or register for Ukrainian Institute London events
- sign up to become a friend of the Institute
- enter your email to express your interest in becoming a Benefactor of the Institute
- sign up to our mailing list
- make a donation
- join our team in a paid or volunteer role, or work with us as a consultant
- enrol in our English or Ukrainian classes

Information we get from your use of our website

We collect information about how you use our website in order for us to continually improve the user experience on our website. Read our [cookies policy](#) for more information.

How do we use your information and what is our legal basis for processing it?

We will only process your information if we have a legal basis for doing so under current UK data protection legislation, including:

- **Processing your information because it is necessary for the performance of a contract with you or in order to take steps at your request prior to entering into a contract, for example:**
 - To process payments
 - To fulfil orders for event tickets
 - To provide you with benefits for Friends & Benefactors Schemes
 - To provide you with English or Ukrainian classes
- **Where we are required by law to process your information, for example:**
 - To make a Gift Aid claim.
- **Where we have your consent to process your information, for example:**
 - Where you have agreed to receive the Institute's newsletter. You can unsubscribe from our newsletter at any time.

- **Where processing your information is necessary for our legitimate interests**, for example:
 - To process donations
 - To process payments and registrations for our events
 - Where we conduct analysis and research in relation to our supporters

How do we keep your information secure?

Our privacy policy includes processes in the storage and disclosure of your information you have given us to try to prevent:

- unauthorised access
- improper use or disclosure
- unauthorised modification
- accidental loss, damage, and destruction

We are required to make sure any transfers of information will be done securely, in accordance with best practice, and in compliance with Data Protection regulations.

All members of our team who have access to, and are associated with the processing of, personal information are legally obliged to respect the confidentiality of the personal information of our visitors, email subscribers, supporters, and all those who engage with us.

How we store your personal information

Your information is securely stored on our password-protected database.

We keep personal data only for as long as it is necessary for the purpose for which the personal data is processed, or as long as you continue to have an account on our website. If you would like to delete your website account, please email us at info@ukrainianinstitute.org.uk. We will then dispose of your information by deleting it from our database.

What rights do you have in relation to your personal information?

You have certain rights in relation to your personal information. They are:

1. The right to **obtain confirmation** that we are processing your personal information;
2. The right to **access** your information;
3. The right to have your personal information **rectified** if it is incomplete or inaccurate;
4. The right to have your personal information **removed or deleted** in certain circumstances, for example when you have withdrawn consent to it being processed and we have no other basis for processing it;
5. The right to **restrict the processing** of your personal information in certain circumstances;
6. The right to **object to certain processing** including the right to not be subject to automated decision-making and the right to object where we are processing your information on the basis of our legitimate interest;
7. Where you have provided your consent to the processing, the right to **withdraw consent** to the processing of your data (without affecting the lawfulness of processing based on consent before its withdrawal); and
8. The right to require us **not to send you marketing communications**.

Please note that the above rights are not absolute, and requests may be refused where exceptions apply.

Please contact us at info@ukrainianinstitute.org.uk if you wish to make a request.

For a more detailed explanation of these rights, please see the [Information Commissioner's guidance](#).

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at [Insert your organisation's contact details for data protection queries].

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>