

Privacy Notice

BidAid Ltd (c/o Uhy Hacker Young, Mission Court, Newport, NP20 2DW), "BidAid" gathers and processes your personal information in accordance with the relevant data protection regulations and laws. This privacy notice provides you with the core information regarding your rights and our obligations and explains how, why and when we process your personal data. We variously act as data processor, data controller and sometimes co-controller. Where we are the data processor or co-controller the other controller will normally be either the Charity or Event Company running the auction and utilising our platform as a Client or the beneficiary Charity with whom we will share your data if you opt in on that basis.

Information We Collect

BidAid processes your personal information in order to provide you with our services. We will never collect any unnecessary personal data from you and we do not process your information in any way other than as specified in this notice. We normally collect information only if you are a bidder in our online auctions.

- Personal data we may collect includes:
- First and last names
- Home address
- Email
- Telephone Number

How We Use Your Personal Data

We take your privacy seriously and other than to provide you with our service and as described in this notice, we will never disclose your data without your consent unless we are required to do so by law.

We only retain your data for as long as is necessary and for the purposes specified in this notice. The purposes and reasons for processing your personal data are detailed below:

- We collect your personal data to provide the auction and related services you are experiencing by being on the BidAid auction site and to ensure that any funds you pledge to our beneficiary charities, either via auction bids or the pledge button, are collected and any items you purchase are sent out to your preferred address.
- We use your personal data to keep you updated on the progress of the event or auction you are taking part in.
- We store your personal data as part of our legal obligation for business accounting and tax purposes.

- If you are the winning bidder on any item, we will share your data with the supplier of the item so that they can make contact with you and arrange payment and delivery of the item
- Your data will also be shared with the charity for their marketing purposes

Your Rights

You have the right to access any personal information that we process about you and to request information about it, including:

- What personal data we hold about you and the purposes of the processing
- The categories of personal data concerned
- The recipients to whom the data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and / or complete the information and we will correct it.

You also have the right to request removal of your personal data or to restrict processing (where applicable) in accordance with data protection laws; to exercise your data protection rights and to be informed about any automated decision-making we may use.

If we receive a request from you to exercise any of the above rights, we will ask you to verify your identity before acting upon the request in order to ensure that your data is protected and kept secure.

Sharing and Disclosing Your Personal Information

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement.

Safeguarding Measures

We take every reasonable measure and precaution to protect and secure your personal data and work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have security measures in place, including:

- Encryption in the case of physical theft or loss
- Encryption when sending over public networks to prevent interception or tampering
- Up to date security software to prevent malware and external threats
- Strict permission controls to ensure access only by authorised persons

How Long we Keep Your Data

We only retain your personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations.

Where you have taken part in an auction and provided your information we will keep your data for a period of 3 years for accounting purposes and in order that we can reference the event for you, for the beneficiary Charity or organisation or for BidAid itself. Where you have purchased an item, we are required under UK tax law to keep your basic personal data for a minimum of 6 years after which time it will be destroyed.

Lodging a Complaint

We only process your personal information in compliance with this privacy notice and in accordance with the relevant UK data protection laws. If you wish to raise a complaint regarding the processing of your personal data or are not satisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority: ICO, Wycliffe House, Water Lane, Wilmslow, SK9 5AF or via <https://ico.org.uk/concerns/>.

Cookie Policy

Our website uses cookies to distinguish you from other users of the website. This helps us to provide you with a good experience when you browse the BidAid website and also allows us to improve the site. By continuing to browse the site you are agreeing to our use of cookies.

A cookie is a small information file that is sent to your computer, mobile or other device when you visit any website and it will recognise your device on future visits. These types of files remember your preferences and chosen items, assisting you in improving your site experience as well as ensuring that any adverts you might see online are more relevant to you. These cookies break down as below:

- *Strictly necessary cookies:* These are cookies required for the operation of the site, including cookies that enable you to login to secure areas of the website and if applicable, use a shopping cart or e-billing service.
- *Analytical/performance cookies:* They allow us to recognise and count the number of visitors and to see how visitors move around the site when they use it. This helps us to improve the way the site works, ensuring that users are finding what they are looking for more easily.
- *Functionality cookies:* These recognise you when you return to our site. This enables us to personalise content for you and if applicable greet you by name and remember your preferences, for example your region.

You can block cookies by activating the setting on your browser that allows you to refuse the setting or all or some cookies. However, if you block all cookies, including essential cookies, you may not be able to access some parts of our site.

Acceptable Use Policy

This acceptable use policy sets out the terms between you and BidAid Ltd under which you may access our platform and this policy applies to all users of, and visitors to, the site.

Your use of the BidAid site means that you accept and agree to abide by all the policies in this acceptable use policy which supplement the terms of website use.

Prohibited Use

You may only use our site for lawful purposes. You may not use the site:

- In any way that breaches any applicable law or regulation or is fraudulent
- For the purpose of harming or attempting to harm minors in any way
- To transmit or effect the sending of any unsolicited or unauthorised advertising or promotional material or similar (spam)
- To knowingly transmit any data, send or upload any material that contains viruses, Trojan horses, worms, time-bombs, keystroke loggers, spyware, adware or any other harmful programmes or similar computer code designed to adversely affect the operation of any computer software or hardware.

You Also Agree:

- Not to reproduce, duplicate, copy or re-sell any part of our site in contravention of our terms of use
- Not to access without authority, interfere with, damage or disrupt:
 - Any part of the site
 - Any equipment or network on which the site is stored
 - Any software used in the provision of the BidAid site
 - Any equipment or network software owned or used by a third-party

Changes to the Acceptable Use Policy

This policy may be revised or updated at any time and without notice by amending this page. Users of the site are expected to check this page for any changes we may make.