

Quest for Learning

Privacy Notice – Supporters and Donors

Document control:

Version	August 2026
Review date	August 2028
Owner	Data Protection Lead
Approved by	Chief Executive
Document reference	PRI-DP-004

Purpose

This Privacy Notice explains how Quest for Learning collects, uses and protects personal information relating to supporters, donors, funders, community partners and others who support the work of the Charity.

It should be read alongside the Quest for Learning Master Privacy Notice, which explains our general approach to information governance, your information rights and how to contact us about data protection matters.

Who this Privacy Notice applies to

This notice applies to individuals who:

- make a donation to Quest for Learning;
- support or fund our work;
- enquire about making a donation;
- attend fundraising or community events;
- volunteer in support of fundraising activities;
- represent a charitable trust, foundation, corporate supporter or funding organisation;
- subscribe to receive fundraising or organisational updates;
- otherwise engage with the Charity as a supporter or donor.

Why we collect personal information

Quest for Learning relies upon the generosity of individuals, charitable trusts, foundations, community organisations and corporate partners to help improve educational opportunities for children.

We collect personal information in order to:

- process donations;
- administer Gift Aid where applicable;
- communicate with supporters;
- acknowledge donations and thank supporters;
- manage fundraising relationships;
- administer funding applications and grant agreements;
- invite supporters to events or activities;
- keep appropriate financial and audit records;
- comply with legal, regulatory and charity accounting requirements.

We only collect information that is relevant to these purposes.

What information we collect

Depending on your relationship with Quest for Learning, we may collect:

Personal information

- name;
- title;
- postal address;
- email address;
- telephone number;
- organisation (where applicable);
- preferred method of communication.

Donation information

Where relevant, we may record:

- donation amounts;
- dates of donations;
- Gift Aid declarations;
- fundraising event participation;
- payment reference information (we do not retain full payment card details).

Communications

We may keep records of:

- correspondence;
- funding discussions;
- grant applications;
- meeting notes;
- event attendance;
- communication preferences.

Publicly available information

Where appropriate, particularly when applying for grants or developing partnerships, we may use information that is already publicly available, such as:

- information published on organisational websites;
- Charity Commission records;
- Companies House records;
- publicly available professional profiles.

We do not undertake intrusive wealth screening or profiling of individual supporters.

How we use personal information

We use personal information to:

- process donations;
- administer Gift Aid claims;
- communicate with supporters and donors;
- manage relationships with trusts, foundations and corporate partners;
- acknowledge donations;
- administer fundraising campaigns and events;

- prepare funding applications and reports;
- comply with financial, charity and tax obligations;
- improve our fundraising activities;
- maintain accurate organisational records.

Where you have agreed to receive updates about Quest for Learning, we may also use your contact details to provide news about our work, fundraising activities and opportunities to support the Charity.

You can change your communication preferences or unsubscribe at any time.

Our lawful basis for processing

The lawful basis depends upon the activity being undertaken.

Where consent is relied upon, it may be withdrawn at any time.

Activity	Typical lawful basis
Processing donations	Performance of a contract or legitimate interests
Gift Aid administration	Legal obligation
Communicating with existing supporters	Legitimate interests
Sending marketing communications where required	Consent or legitimate interests, depending on the circumstances and applicable legislation
Grant administration	Legitimate interests
Financial record keeping	Legal obligation

Where we obtain personal information

We normally obtain information directly from:

- you;
- donation forms;
- fundraising events;
- correspondence;
- funding applications;
- Gift Aid declarations.



Where appropriate, we may also obtain information from:

- fundraising platforms acting on your instructions;
- publicly available sources;
- partner organisations where you have asked them to share your information with us.

Sharing personal information

We only share personal information where there is a lawful basis for doing so.

Depending on the circumstances, information may be shared with:

- payment service providers;
- banking providers;
- HM Revenue & Customs (for Gift Aid);
- auditors;
- professional advisers;
- regulators;
- IT service providers;
- organisations providing services on our behalf.

We do not sell, rent or trade personal information to other organisations for marketing purposes.

International transfers

Some of the secure technology services used by Quest for Learning may involve processing information outside the United Kingdom.

Where this occurs, appropriate safeguards are in place in accordance with UK data protection legislation.

Further information is available within the Quest for Learning Master Privacy Notice.

How long we keep information

Supporter and donor information is retained only for as long as necessary to:

- administer donations;
- maintain financial records;
- meet charity accounting and taxation requirements;
- manage ongoing supporter relationships;
- comply with legal obligations.

Retention periods are determined in accordance with the Quest for Learning Records Management, Retention and Disposal Policy and Records Retention Schedule.

Protecting your information

Quest for Learning takes appropriate technical and organisational measures to protect personal information.

These include:

- secure Microsoft 365 cloud services;
- multi-factor authentication;
- role-based access controls;
- secure payment processes;
- information governance training;
- secure storage and disposal procedures;
- data breach management arrangements.

Access to supporter information is limited to those who require it to carry out their role.

Your information rights

Under UK data protection legislation, you have rights relating to your personal information.

These include the right to:

- be informed about how your information is used;
- request access to your personal information;
- request correction of inaccurate information;
- request erasure in certain circumstances;
- request restriction of processing;
- object to processing where applicable;
- withdraw consent where consent has been relied upon;
- object to direct marketing;
- complain to the Information Commissioner's Office (ICO).

Further information about these rights is available within the Quest for Learning Master Privacy Notice.

Changing your communication preferences

We want to communicate with supporters in ways that are helpful and appropriate.

If you no longer wish to receive fundraising or organisational updates, or would like to change how we contact you, please let us know.

You can:

- unsubscribe using links provided in electronic communications where available;
- contact us by email; or
- write to us using the contact details below.

We will update your preferences as soon as reasonably practicable.

Questions or requests

If you have any questions about this Privacy Notice or wish to exercise your information rights, please contact:

Data Protection Lead

Quest for Learning

Email: info@questforlearning.org.uk



Address:

Quest for Learning
Thameside Primary School
Cotman Close
Abingdon
Oxfordshire
OX14 5NL

Complaints

If you have concerns about how Quest for Learning has handled your personal information, we encourage you to contact us in the first instance.

You also have the right to complain to the Information Commissioner's Office (ICO).

Details of how to make a complaint are available within the Quest for Learning Master Privacy Notice.

Related documents

Privacy Notices

- Quest for Learning Master Privacy Notice

Information Governance

- Information Governance and Data Protection Policy
- Records Management, Retention and Disposal Policy

Procedures

- Subject Access Request Procedure
- Data Breach Procedure



Review

This Privacy Notice will normally be reviewed every two years or sooner where legislation, organisational practice or the Charity's fundraising activities change.