

Privacy Policy



We (the Foundation for Social Improvement) take privacy and data protection very seriously. This privacy policy explains how we process any personal information that we collect about you.

Click the links below for more information.

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1. Who we are

The Foundation for Social Improvement (FSI) is a registered charity (no. 1123384) and company limited by guarantee (no. 05537547). We provide learning and fundraising opportunities for small charities to enable them to be more efficient, effective and accountable in order to develop a more sustainable small charity sector in the UK. We also represent, influence and campaign on issues that affect the small charity sector in the UK, and are the charity behind the annual 'Small Charity Week' campaign.

Registered Address:
The Grayston Centre
28 Charles Square
London
N1 6HT

Contact Number: 0207 3244 777
Email: admin@thefsi.org

2. What personal data we collect

In addition to collecting important details about your organisation when it registers as a member of the FSI, we ask for some basic personal information from you as an individual. This information includes full name, job title and email address.

Depending on the service you access from us, we may also collect personal data in the following ways:

- Online evaluation or research surveys;
- Online registration forms separate from our Learning Management System, including for standalone events, downloadable resources and our fundraising qualifications;
- Sign-up sheets at our events;
- Bespoke consultancy support.

In all instances where we collect the data of individuals from our member organisations in order to deliver our charitable services, unambiguous information about how we process that data is provided to allow for **informed consent**.

In some instances we process personal data in order to **fulfil contractual obligations**, including for our paid-for consultancy work.

3. How we use this data

We use your personal information to administer your user account on our learning management system and/or to provide the services you have requested from us. We never share your information with third parties, unless it is necessary to deliver the service you have requested from us. Primary examples of this include, but are not limited, to:

- Sharing data with our event venues for security purposes, or to ensure our accessibility obligations are met;
- Sharing data with our external event staff or volunteers, including our associate trainers;
- Sharing data with our delivery partners (if the service you have requested is delivered by them).

We never share your information with third parties for marketing purposes.

4. Member communications

Subscription to our informative membership and Small Charity Week e-newsletters are a core benefit of FSI membership, and registration includes automatic subscription to these communication channels.

You have the right to withdraw your consent from receiving our communications at any time - for more information, see section 5 below. However, because we consider communicating with you to be an intrinsic part of your membership with us, unsubscribing from the monthly membership e-newsletter will result in the automatic disabling of your user account on our learning management system. You are able to unsubscribe from other communication channels without affecting your membership status.

5. Your Rights

To be informed

When providing personal data to the FSI, we will be clear for what reason it will be used at the point it is collected.

To access, rectify or receive your data

In order to view or rectify the personal data that was submitted when registering your organisation, please use the following steps:

- Login to your learner portal via the [FSI website](#);
- Click the three-dot menu button at the top right hand corner of your homepage;
- Click 'My Details' – here you can review and edit your personal information.

We use the Mailchimp email tool to keep in touch with our members, and you can also rectify the contact information you originally provided through this platform. To do this, simply click 'update your preferences' at the bottom of any email you receive via Mailchimp.

If you wish to access or rectify personal data that was collected by another means (see section 2 for examples), wish us to rectify personal data on your behalf, or if you wish to receive any personal data we hold on you, please contact admin@thefsi.org and we will respond to your request within one calendar month.

To erase your data

If you wish to have your data removed entirely from our records, please contact admin@thefsi.org and we will respond to your request within one calendar month. Please note that for legal reasons we are required to keep financial/transactional records for a minimum period of six years from the end of the financial year in which the transaction was made.

To withdraw your consent

If you wish to withdraw your consent from receiving our email communications, this can be done easily by clicking 'update your preferences' or 'unsubscribe' at the bottom of an email you receive from us. Please note that this does not apply to emails we send in order for us to deliver the service you have requested or purchased, as outlined in our booking terms and conditions, which in most instances do not have an unsubscribe function.

To object to, or restrict data processing

If you object to the processing of your personal data, or wish to restrict the way in which it is processed by us, please contact admin@thefsi.org and we will respond as soon as possible. Please note that this may affect our ability to deliver the service you have requested, if any.

6. How long we retain data

All online and offline personal data that we hold will be retained for a three year period, after which it will be destroyed. User accounts registered on our Learning Management system will likewise be permanently deleted after 3 continuous years of inactivity.

Financial records, including those of training deposit payments and refunds, will be retained for a minimum period of six years from the end of the financial year in which the transaction was made in order to comply with statutory obligations.

7. Complaints

If you wish to complain about the way in which your personal data has been processed by the FSI, please email admin@thefsi.org or call 0207 3244 777 and your complaint will be handled formally in accordance with our complaints procedure.

If you wish to take your complaint further, you can contact the Information Commissioner's Office (ICO), which is the independent regulatory authority set up to uphold information rights in the UK. For more information, visit their [website](#) or call their helpline on 0303 123 1113. The FSI is registered with the ICO as a data controller.