

Privacy Policy

Refugee Support Europe (RSE) is committed to safeguarding the personal data of our members, donors, staff, volunteers and partners. We comply with:

- UK General Data Protection Regulation (UK GDPR)
- The General Data Protection Regulation (Regulation (EU) 2016/679) (EU GDPR)
- The Data Protection Act 2018 (DPA)
- The Privacy and Electronic Communications (EC Directive) Regulations 2003 (PECR)
- The Data (Use and Access) Act 2025 (DUAA)

Donors

When you donate via our fundraising platforms, they may ask your permission for us to contact you with follow-up information. Agreeing means we will add your name and email address to our mailing list.

Volunteers

By providing information like your name, email address and telephone number you agree to us contacting you with regards to your volunteering. We will share your personal information with other volunteers and working partners only when it is necessary for us to do so in order to facilitate your volunteering.

Visitors to our Website

During the course of any visit to our site, the pages you see, along with a short text file called a 'cookie', are downloaded to your computer. Many websites do this, because cookies facilitate useful features such as the ability to identify whether a user has successfully logged into the site or to find out whether the computer (and probably its user) has visited the website before. Cookies help to deliver a more-user friendly and improved website experience.

Google Analytics is a web analysis service provided by Google. Google utilises the data collected to track and examine the use of our website, to prepare reports on its activities and share them with other Google services. Google may use the data collected to contextualise and personalise the ads of its own advertising network.

Subscribers to our Mailing List

This is an opt-in mailing list and your personal information will be used solely by us. Under no circumstances will your personal information be sold or used by any other organisation. From time to time, we may include links in our emails to other websites which we think may be of interest to you. Each email communication you receive from us will have the option to remove your email address from our list.

Data Storage

- As a newsletter subscriber, your data will be stored in our [Brevo](#) account unless you unsubscribe from our mailing list
- As a donor and/or volunteer, your data will be stored in our [Beacon](#) account unless you contact us via the email below to request its removal

- As a Dignity Centre member, your data will be stored in a password protected Excel sheet on our private network

We retain personal data for as long as necessary for the purpose it was collected. We regularly review the data we hold and securely delete or anonymise information that is no longer needed. We delete personal data after periods based on legal obligations, safeguarding requirements and operational needs.

Accessing Your Data

Under the UK GDPR and DUAA 2025, you have the right to:

- Be informed about how your data is used
- Access a copy of your data
- Have inaccurate data corrected
- Request erasure of your data ("right to be forgotten")
- Restrict or object to certain processing
- Data portability (in some cases)
- Not be subject to automated decisions without explanation
- Opt out of data use for secondary purposes (under DUAA)

To exercise any of these rights, please contact us at info@refugeesupporteu.com. We will respond within one month.

Changes to this Policy

Any changes to our Privacy Policy will be updated on this page and will supersede this version of our Policy. We will take reasonable steps to draw your attention to any changes in our Policy. It is your responsibility to read this document each time you use our website to ensure that this Policy still meets with your approval.