

# Givver.ai Privacy Policy

This policy explains how Givver.ai collects, uses and protects personal information when people use our fundraising platform. Last updated: 29 May 2026.

Who this covers	Donors, campaign applicants, campaign admins, team leaders, fundraisers, matchers, sponsors and visitors to Givver.ai campaign pages.
Contact	For privacy questions or requests, contact <a href="mailto:info@givver.ai">info@givver.ai</a> .
Important	Before publishing, add the registered legal entity name, company/charity number if applicable, and postal address for Givver.ai.

## 1. Who we are

- Givver.ai provides online fundraising campaign pages, donation tools, team fundraising pages, campaign dashboards and related communications for charities and campaign organisers.
- For this draft, privacy requests should be sent to [info@givver.ai](mailto:info@givver.ai). The final published version should include Givver.ai's registered legal entity and postal address.

## 2. What this policy covers

- This policy explains what personal information we collect, why we use it, who we share it with, how long we keep it, and the rights people have under UK data protection law.
- It applies when you visit Givver.ai, donate, apply to run a campaign, manage a campaign, join or lead a team, send donor messages, receive receipts, or contact us.

## 3. Personal information we collect

- Identity and contact details: name, email address, phone number, postal address where needed, organisation name, charity details and campaign admin details.
- Donation details: donation amount, currency, campaign, team allocation, donor message, dedication, anonymous preference, payment status, receipt details and Gift Aid information where selected.
- Campaign and team details: campaign applications, campaign stories, uploaded media, team names, team contacts, updates, matcher or sponsor details, admin actions and dashboard activity.
- Payment information: payment references, Stripe account status, payment intent or checkout session IDs and payment provider status. Givver.ai does not store full card numbers or card security codes.
- Technical information: IP address, browser/device details, pages viewed, timestamps, security logs, cookies or similar identifiers needed for the site to work safely.
- Messages and support: emails, contact forms, donor replies, team leader replies, support requests and related correspondence.

## 4. How we collect information

- Directly from you when you donate, apply, create or manage a campaign, join a team, upload information, send a message or contact us.
- From campaign organisers or team leaders when they invite admins, upload team lists or manage a campaign.
- Automatically from the website and security systems when you visit or use the platform.

- From payment, email, hosting and analytics providers where they return transaction, delivery, security or technical status information.

## **5. Why we use personal information**

- To process donations, payments, receipts, refunds, donor messages and Gift Aid-related information.
- To create, publish, manage, moderate and support campaign pages and team pages.
- To send service emails such as receipts, admin invitations, team dashboard links, campaign updates and operational notices.
- To keep the platform secure, prevent fraud, investigate misuse, protect campaigns and comply with legal or regulatory duties.
- To provide support, respond to requests and improve the reliability and usability of the platform.
- To send marketing or fundraising communications only where lawful and where any required consent or opt-out rules are followed.

## **6. Lawful bases**

- Contract or steps before contract: to provide donation, campaign, team and admin services requested by users.
- Legal obligation: to keep records, assist with tax/Gift Aid, comply with payment, fraud prevention and accounting duties where applicable.
- Legitimate interests: to operate, secure and improve the platform, support campaigns, prevent fraud, handle disputes and communicate about service matters.
- Consent: where we rely on consent, for example certain marketing choices or optional features, consent can be withdrawn at any time.

## **7. Gift Aid and taxpayer information**

- If you choose Gift Aid, we collect the information needed to support the declaration and related charity records.
- You are responsible for making sure the Gift Aid declaration is accurate and that you have paid enough UK tax to cover the Gift Aid claimed.

## **8. Who we share information with**

- Charities, campaign organisers and authorised campaign admins where needed to run campaigns, provide receipts, report donations, manage teams, respond to messages or process Gift Aid.
- Payment providers such as Stripe and relevant banks/card networks to authorise, capture, refund, dispute and reconcile payments.
- Email and communication providers to send receipts, invitations, updates, alerts and service messages.
- Hosting, database, security, translation, analytics and cloud service providers that help us operate and protect Givver.ai.
- Professional advisers, regulators, law enforcement, courts or public authorities where required by law or needed to protect rights, users or campaigns.

## **9. International transfers**

Some providers may process information outside the UK or EEA. Where this happens, we use appropriate safeguards where required, such as adequacy regulations, standard contractual clauses or equivalent protection measures.

## **10. How long we keep information**

- We keep personal information only for as long as needed for the reason it was collected, including campaign operation, receipts, tax, accounting, fraud prevention, dispute handling, legal compliance and support.
- Donation, payment and accounting records may need to be kept for several years. Support messages and technical logs may be kept for shorter periods unless needed for safety, legal or dispute reasons.

## 11. Security

- We use technical and organisational measures designed to protect personal information, including access controls, secure hosting, encrypted connections, payment-provider security controls and limited access for authorised people only.
- No online service can guarantee complete security, but we work to reduce risk and respond to suspected incidents appropriately.

## 12. Your rights

- You may have the right to be informed, access your personal information, correct inaccurate information, request erasure, restrict processing, object to processing, request portability, withdraw consent and complain to the Information Commissioner's Office.
- Some rights depend on the reason we process the information and legal exceptions may apply, especially for payment, fraud prevention, tax, accounting and legal records.

## 13. Subject access requests

- You can ask for a copy of personal information we hold about you by emailing [info@givver.ai](mailto:info@givver.ai). You do not need to use a special form.
- We may ask for proof of identity or extra details to help locate your information and protect privacy.
- We normally respond within one month. If a request is complex or you make multiple requests, the response time may be extended where allowed by law.

## 14. Children

Givver.ai is not designed for children to create accounts or campaign admin access. If we learn that we have collected information from a child in a way that requires parental consent, we will take appropriate steps.

## 15. Changes to this policy

We may update this privacy policy from time to time. The latest version should be available on Givver.ai or through the campaign pages.

## 16. Contact

- Privacy contact: [info@givver.ai](mailto:info@givver.ai)
- Postal address: add registered Givver.ai postal address before publishing.
- You can also complain to the UK Information Commissioner's Office at [ico.org.uk](http://ico.org.uk) if you are unhappy with how your personal information is handled. Please contact us first so we can try to resolve the issue.

Publishing note: this is a strong practical draft tailored to Givver.ai, but it should be reviewed by a qualified UK data protection/legal adviser before publication. Replace the legal entity and postal address placeholders first.

# Quick Subject Access Request Guide

You do not have to use a form. An email to [info@givver.ai](mailto:info@givver.ai) is enough. This guide helps people include the right details so we can find their information quickly and securely.

## Please include

- Your full name and email address used on Givver.ai.
- The campaign or team page involved, if known.
- What information you want, for example donation record, campaign application, admin account data or messages.
- Any relevant dates or payment references.
- Proof of identity if requested, so we do not send personal information to the wrong person.

## Suggested email wording

Subject: Subject access request

Please send me a copy of the personal information Givver.ai holds about me. My details are: [name], [email], [campaign/team if known]. I am requesting: [describe information requested].