

Donation Policy

Stripe: One-off Donations to Regular Gifts

Introduction

At Veterans into Logistics, we are committed to protecting the privacy and data of our supporters. Our innovative donation system, powered by Stripe terminals, allows the public to donate seamlessly with options for anonymity or minimal data sharing. This policy outlines how we process donations securely and transparently while ensuring compliance with data protection regulations.

Donation Options

1. One-off Donations:

- Make a single donation using a Stripe terminal with no need to provide personal details.
- Your payment is processed securely via Stripe, ensuring compliance with PCI DSS standards.

2. Recurring Monthly Donations (Optional):

- Opt in to make your one-off donation a monthly recurring gift using the Stripe terminal.
- No personal details are required for this setup.
- You will receive a leaflet at the point of donation confirming:
 - The donation amount and collection date.
 - Instructions on how to amend or cancel your recurring donation directly with your card provider or by contacting us. Equally, how to contact us if your Gift Aid status changes and we need to update this.

3. Optional Data Sharing:

- If you wish, you may provide your personal details (eg name, email) to enable the charity to keep in touch from time to time to update you on how your contributions are helping veterans.

How We Handle Your Data

Anonymous Donors:

- No personal data is collected. Only the transaction information necessary for Stripe to process payments is stored securely.

- Donors Who Provide Personal Details:

- Any data you choose to share will be processed securely and only used for the purposes you consent to (eg charitable updates).
- Your personal data will never be shared with third parties without your consent.

Your Rights

- Right to remain anonymous when making a donation.

- Right to access, amend, or delete any optional personal data you provide.
- Right to cancel recurring donations via your card provider or by contacting us.

FAQs

Q1: How is my donation processed securely?

All donations are processed through Stripe, a secure payment gateway that complies with PCI DSS standards. Your payment information is encrypted and handled according to strict security protocols.

Q2: Can I make a recurring donation without sharing personal details?

Yes, you can opt-in for recurring donations directly via the Stripe terminal. No personal details are required, and you will receive a leaflet confirming your recurring gift details.

Q3: How do I cancel or amend my recurring donation?

You can cancel or amend your recurring donation by:

1. Reaching out to Veterans into Logistics using the contact details provided on your leaflet.
2. Contacting your card provider directly.

Q4: What if I want to provide my personal details?

You may choose to provide your details for personalised engagement or administrative purposes. This is entirely optional, and any data you share will be processed securely.

Q5: Will my data be shared with third parties?

No. Any personal data you share will only be used for the purposes you consent to and will not be shared without your explicit permission.

Q6: How does my donation make a difference?

Your donations directly support our mission to help vulnerable veterans by providing bespoke holistic support through HGV driver training and employment, providing life-long gainful careers.

Q7: What happens if I don't scan the QR code?

The QR code provides details about your recurring gift and your rights as a donor. If you do not scan it, you can still reference the leaflet provided at the point of donation for all necessary information.

Q8: Who can I contact for more information or assistance?

You can contact us at:

Veterans into Logistics

Birch Mill Business Centre, Heywood Old Road, Rochdale, Greater Manchester OL10 2QQ

fundraising@veteransintologistics.org.uk | 0330 111 9320 | www.veteransintologistics.org.uk