



SOS UK Privacy Notice

Last reviewed: 20 January 2026

Next review date: 19 January 2028

Lead: Head of Digital

1. Introduction

This Privacy Notice explains how Students Organising for Sustainability UK (referred to in this notice as we, us or our) collects information about you, how we use it and the conditions under which we may disclose it to others. Your personal data is defined as any information that can directly or indirectly identify you. This notice also explains how we keep your data safe and secure and includes information you need to know about your rights and how to exercise them.

If you have any questions regarding our Privacy Notice and our use of your personal data, or would like to exercise any of your rights, please get in touch via the following information:

Email us: hello@sos-uk.org

Write to us:

c/o NUS Charity
Merseyway Innovation Centre
21-23 Merseyway
Stockport
SK1 1PN

This notice covers the following:

- What is personal information?
- How do we collect personal information?
- What information do we collect?
- How do we use your information?
- What is the legal basis that permits us to use your information?
- How do we keep your information secure?
- For how long do we keep your information?
- Your rights in relation to your information
- Complaints

Please click on the relevant appendices below:

[Appendix 1 – Taking part in our work](#)



Appendix 2 – Fundraising and marketing
Appendix 3 – Website visitors and cookies

2. Your rights in relation to your information

You have a number of rights in relation to your personal information, these include the right to:

1. Your right of access – you have the right to ask us for copies of your personal information.
2. Your right to rectification – you have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
3. Your right to erasure – you have the right to ask us to erase your personal information in certain circumstances.
4. Your right to restriction of processing – you have the right to ask us to restrict the processing of your personal information in certain circumstances.
5. Your right to object to processing – you have the right to object to the processing of your personal data in certain circumstances.
6. Your right to data portability – you have the right to ask that we transfer your personal information to another organisation, or to you, in certain circumstances.

If you would like to exercise any of your rights or find out more, please contact hello@sos-uk.org

3. Transferring your information outside of the United Kingdom

Where personal data is stored outside of the UK and the EEA, safeguards to protect personal data may include but are not limited to the UK Addendum used in conjunction with the EU Standard Contractual Clauses (SCCs), or UK International Data Transfer Agreement (IDTAs). Such safeguards will be subject to Transfer Risk Assessments (TRAs).

4. Complaints

If you have any complaints about the way we use your personal information, please contact hello@sos-uk.org and we will try to resolve the issue.

If we cannot resolve your complaint, you have the right to complain to the Information Commissioner in the UK.

The ICO's address:



Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

5. Changes to our Privacy Notice

This privacy notice is kept under regular review. If we make any significant changes to the way in which we process your information, we will let you know by either reaching out to you or posting a banner on the website.

APPENDIX 1 – Taking part in our work

1. What is personal information?

Personal information is any information that tells us something about you. This could include information such as your name, contact details, date of birth, medical information and bank account details.

2. How we collect information about you?

We may collect the following information about you when you engage with us through our website, in person at events, or through programmes and/or educational providers: name, date of birth, gender, ethnicity, religion, contact details, health conditions, course(s) studied, educational institution attended and contacts, life background, health information and safeguarding information. This information is provided to us by you and is processed by us for the uses outlined below.

3. How is your information used?

We may use your personal information to:

- Respond to enquiries made via our contact form or in person at events
- Provide an appropriate service which best meets your needs e.g. suitable programme allocation and delivery



- Tell you about the things you have told us you are interested in – if you have given us permission to inform you of relevant areas of interest.
- To carry out research on the demographics, background and interest of our stakeholders, partners and users of our services. This is to get a better understanding of you and to improve our services.
- Provide progress reports to funders
- Monitor and manage risk
- Safeguarding
- Evaluation purposes
- Collate anonymised or pseudonymised case studies and statistical information for funders, the charity and delivery partners

4. Lawful basis for processing

We mainly rely on consent and legitimate interest as our lawful basis for processing your personal data for the main activities we provide. When we process special category data and criminal records, the lawful basis is substantial public interest read with conditions from the Data Protection Legislation.

For case studies, we rely on your consent. For evaluation purposes, we rely on our legitimate interest.

5. How long do we keep your data for?

We retain the personal data of all service users for a period of in line with our retention periods. If you would like to know more about this, please contact hello@sos-uk.org.

6. How do we keep your information secure?

Within SOS UK, we will ensure your information is secure and protect access to data and systems with the following security measures:

- Network and client Firewall security, virus checking and Malware updates and storage device control.
- File/Folder Access controls to lockdown and secure access to data
- Secure Access controls to servers and databases
- Strong password policy controls to device and systems
- Regular client, server and application level patching and security updates
- Encryption and password protection of confidential emails
- Regular Server, Database, Application and File/Folder Level Back-ups
- Secure removal before disposing of old computers and storage devices
- Systems Auditing and Monitoring and reporting controls



- Annual Systems Security Penetrate testing
- Secure and encrypted client access to SOS UK systems

We will ensure access to personal information is restricted to employees working within our organisation on a need-to-know basis. Training will be provided to any employees working within the organisation who need access to your personal information to ensure it is secured at all times.

7. Confidentiality, data sharing and safeguarding

We may share your data with Action Network, or other third-party platforms involved in providing services or support that enables us to deliver our work. These organisations act as data processors and process such data on our behalf.

When sharing information with funders, we will provide information anonymously unless we gain your explicit permission to identify you first.

To comply with our duty of care and safeguarding, we may need to pass some information raising safeguarding concerns with the authorities. In such circumstances, we apply vital interest and legitimate interest as our lawful basis. Data subjects' rights and other UK GDPR provisions may be restricted when concerning personal data processed in these circumstances. Exceptions and exemptions are applied on a case-by-case basis.

APPENDIX 2 – Fundraising and marketing

1. What information do we collect?

When you make a donation

Information is provided by you via a donation form on our website or via third party donation platforms. It may also be provided by you if you contact us to make a donation in another way, e.g. over the phone. The information gathered could include name, email address, Gift Aid sign up, donation details, reasons to engage, phone number, postal address.

We use this information to process your donation, deal with any potential enquiry, and to keep you up to date with the impact of your donation. We rely on our legitimate interest to process this data. If you agree that we can claim Gift Aid on your donations we are legally required to keep a record of your Gift Aid declaration. If you are donating using a third party, please also refer to the privacy notice published on their websites.



When you show interest in supporting us (e.g. through a gift in your will or a pledge) and you decide to contact us

Information is provided mainly by you via online forms or phone/email conversation with us. The information gathered may be: occupation, title, details of any correspondence had with us, date of birth, fundraising appeals responses, event participations with us, details of your reasons to engage with us. This information allows us deal with your enquiry and show you how to get engaged. We rely on our legitimate interest to process this data.

When you sign up to our fundraising events

Information is mainly provided by you via our website forms, via third party platforms (e.g Eventbrite, Action Network) or in person during the events by paper forms. The information gathered may be: name, email address, company name if applicable, donation/payment details, reasons to engage, postal address, email address contact preference.

This information allows us to administer your sign up, process payments, and deal with any potential enquiry. We rely on the legitimate interest to process this data.

During these types of events, we may also take photographs and video recordings of people attending where you may be included. This information allows us to showcase our work and have an effective external communication. We rely on our legitimate interest to process this data. If you are signing up to an event using a third party, please also refer to the privacy notice published on their websites.

Building profiles of our supporters and targeting communications

We may try to identify the personal preferences of our donors and supporters to help us select the particular type of information that we think will be of interest to you. We may do this by reviewing our previous contact with you. We may conduct automated profiling.

We may analyse the details you have provided to us along with further information about you that we have obtained from public and/or private sources, where it is in our legitimate interest to do so. In some instances, we may make use of additional factors such as demographic information.

We may on occasion use third party suppliers to undertake these activities on our behalf and provide them with your information to the extent required, but this will only be done where we have a legitimate basis to do so. All of our suppliers are GDPR compliant.

Email communications/digital marketing

If you opt-in to here from us via email, we may email you about our work, including but not limited to our programmes, campaigns and how you can support SOS UK. You can opt-out of emails from us at any point.



Please note this may take up to 30 days to action. Your data will be stored securely by SOS UK on our platforms, including third party software such as our CRM, Beacon, and email marketing software such as Action Network and Mailchimp.

Our website uses cookies and other analytics technology (such as Google analytics and Meta pixel). You can see more detail about how we do this in appendix three.

2. How will your information be used?

Marketing communications:

Your contact details may be used to provide you with information about our services or our fundraising opportunities via email, text or other electronic message. We will only send you fundraising and marketing communications by email, text or other electronic message if you have provided your consent, or if you have been involved in a commercial transaction with us. You may opt-out of our fundraising and marketing communications at any time by clicking the unsubscribe link on all of our emails, or by using any of the contact details listed at the top of this notice.

Data retention

We will only retain your personal data for as long as is necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure, any legal requirement, the purposes for which we process your personal data and whether we can achieve those purposes through other means.

By law we have to keep basic information about financial transactions for six years, and information relating to Gift Aid claims for six years beyond the last tax year Gift Aid was claimed in.

APPENDIX 3 – Website visitors and cookies

1. What information do we collect?

The personal information we collect might include:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Online identifiers (for example IP address and information regarding what pages are accessed and when)



If you access our website through our newsletter, we (and the third-party services acting on our behalf) use cookies and other tools (such as web analytics and pixel tags) to automatically collect information about you. These are subject to the terms and conditions of our website privacy notice and applicable data laws and regulations. The types of information collected automatically may include:

- Information about the type of browser you use
- Details of web pages you have viewed
- Your IP address
- The hyperlinks you have clicked.

2. Website cookies

SOS UK is committed to protecting the privacy of its users while using the websites it operate, hosts and owns.

Our website may contain links to other websites run by other organisations. This privacy notice applies only to our website so we encourage you to read the privacy notices on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

a. What information do we collect?

We will collect information about your personal details, tastes and preferences both when you tell us what these are and by analysis of traffic on the Website, including by using cookies.

- A cookie is a piece of information that is stored on your computer's hard drive by your web browser. On revisiting the Website our computer server may recognise the cookie, giving us information about your last visit. Most browsers accept cookies automatically, but usually you can alter the settings of your browser to prevent automatic acceptance. If you choose not to receive cookies, you may still use most of the features of the Website.
- We use cookies for recognition purposes at logon through the use of a persistent cookie placed on your hard drive. We also use standard cookies to track activity around the site. This cookie is deleted at the end of each session/visit. We may also use cookies to track any click through from emails sent by SOS-UK and/or selected partners.

If you wish to find out further information about cookies you can obtain additional details from www.aboutcookies.org. This site offers a comprehensive guide on cookies and how to remove them from your computer.



b. What is the information we collect used for?

We use information collected about you to help us (a) develop the design and layout of the website to ensure that it is as useful and enjoyable as possible and (b) provide the products and services which interest you. Sometimes this information may also be used by us to inform you about changes to the website, new services and products or offers that you might find interesting.

In addition, we may provide aggregate statistics about our services, competitions, clients, traffic patterns and other site information to third parties, but these statistics will not include any information that could personally identify you.

In the event that your personal details become untrue, inaccurate or incomplete, or in any event, you have the right to access your personal details and may rectify the same.

You agree that you do not object to us, or such third parties contacting you for any of the above purposes whether by telephone, email, fax or in writing, and you confirm that you do not and will not consider any of the above as being a breach of any of your rights under UK Data Protection law.

We reserve the right to access and disclose individually identifiable information to comply with applicable laws and lawful government requests or requests by the police investigating suspected illegal activities, to operate our systems properly or to protect ourselves or other Users. We also reserve the right to disclose individually identifiable information to third parties if a complaint arises concerning your use of the Website, and that use is deemed by us inconsistent with the Conditions.

c. How will your information be stored?

When you input information or request services from us, we offer appropriate physical, electronic and managerial security measures in order that you may input information safely whilst effectively preventing that information from being accessed by unauthorised persons. In addition, we have strict security procedures covering the storage and disclosure of your information in order to prevent unauthorised access to comply with the UK Data Protection Act 2018. This means that sometimes we may ask for proof of identity before we disclose personal information to you.

d. Comments and complaints

We welcome your questions and comments about privacy issues and the design of the website. Should you have such comments or have a complaint about how we are using your personal data, please send an email to hello@sos-uk.org

You can ask us to update or remove your personal information by emailing hello@sos-uk.org. However, please note that we may need to retain some information in order to process orders or to comply with customer service obligations.



3. Social media

When you interact with us on social media platforms such as LinkedIn, Instagram, Facebook or Blue Sky, we may obtain information about you (for example, when you publicly tag us in an event photo). The information we receive will depend on the privacy preferences you have set on those types of platforms. Please review the privacy notice of those platforms, in addition to this one.

4. Links to other websites

Our newsletters and website may contain links to other websites run by other organisations. This privacy notice applies only to our website so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.