

V-Aid (Virtual Aid)

Privacy Policy



**Privacy Policy approved by Trustees on
18/12/25**

The policy will be subject to an annual review.

Signed: *Christin Lau* (Christin Lau on behalf of Trustees)



Privacy Policy

V-Aid is committed to protecting the privacy and security of your personal information. This privacy policy describes how we collect, use, and protect your personal data in accordance with the General Data Protection Regulation (GDPR).

What information do we collect?

We collect personal information that you voluntarily provide to us, such as your name, address, email, phone number, and payment information when you donate, sign up for our newsletter, or participate in our activities.

How do we use your information?

We use your information to process your donations, communicate with you about our activities, provide you with services you requested, comply with legal requirements, and improve our services.

Who do we share your information with?

We do not sell, rent, or trade your personal information to third parties. We may share your information with service providers who perform functions on our behalf, such as payment processing, or if we are legally required to do so.

How do we protect your information?

We implement various security measures to protect the safety of your personal information. We use encryption technology for data transmission and have secure servers where we store personal data.

Your rights

You have the right to access your personal data, correct it, erase it, or restrict its processing. You also have the right to object to our use of your data and to lodge a complaint with a supervisory authority.

Cookies

Our website uses cookies to provide a better user experience. You can manage or disable cookies through your browser settings.

Changes to this policy

We may update this policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons.

Contact us

If you have questions or concerns about this policy, or wish to exercise any of your rights, please contact us at info@v-aid.org.uk.