Payroll Giving in Action Ltd – Privacy Policy (2026)

Effective from: 3 November 2026

Payroll Giving in Action Ltd ("PGiA", "we", "us", "our") is committed to protecting the privacy and security of personal data. This Privacy Policy explains how we collect, use, store, share and protect personal information when individuals use our website, complete Payroll Giving forms (online or hard copy), or contact us by email, telephone or live chat.

This policy explains how PGiA processes your personal data and the rights available to you.

PGiA is registered with the Information Commissioner's Office (ICO) under registration number **Z4769475**.

1. Data Controller

Payroll Giving in Action Ltd is a data controller for the personal information it collects and uses to administer Payroll Giving, operate its services, manage its relationships and meet its own legal and regulatory responsibilities. For some specific activities, PGiA may process personal information on the documented instructions of a charity or may share controller responsibilities with another organisation. The applicable responsibilities depend on the particular activity and arrangements. You may contact PGiA using the details in this policy if you have a question about how your information has been handled.

Registered office: Payroll Giving in Action Ltd. Unit 27, Trent South Industrial Park, Nottingham, NG2 4EQ Company Registration Number: 05985431 VAT Number: 793 9817 60

For all data protection enquiries, contact: **info@payrollgiving.co.uk**

2. Personal Data We Collect

To administer Payroll Giving requests, we collect the following mandatory information:

- Full Name
- Employee Number
- Employer Name
- Email Address
- Charity nomination(s)
- Donation amount and frequency

Additional information may be required depending on employer requirements or if you choose to provide optional details (e.g., postal address, telephone number, marketing preferences).

We collect data directly from you when you complete a Payroll Giving form or contact us.

3. Purpose and Legal Basis for Processing

We process personal data only where lawful and necessary. Our legal bases under the UK GDPR are:

a) Legitimate Interests

To set up, amend or cancel Payroll Giving donations, including:

- Sharing data with your employer's payroll department
- Sharing data with the employer's contracted HMRC-registered Payroll Giving Agency
- Processing donation instructions
- Ensuring funds reach nominated charities

We also rely on legitimate interests for:

- Internal administration and reporting
- Responding to enquiries
- Providing service communications
- Preventing fraud or misuse of services

We conduct Legitimate Interest Assessments (LIAs) to ensure these interests do not override your rights.

b) Consent

We rely on consent only for:

- Marketing communications from PGiA
- Passing optional contact details to charities for their own marketing

You may withdraw consent at any time.

c) Legal Obligations

We may process or retain data where required by law, including HMRC requirements and financial record-keeping.

4. How We Use and Share Personal Data

To process Payroll Giving instructions, PGiA must share relevant data with:

1. Your Employer's Payroll Department

To deduct donations from salary.

2. Your Employer's Contracted HMRC-Registered Payroll Giving Agency

These agencies are **independent Data Controllers** responsible for transferring donations to charities.

3. Your Nominated Charity/Charities

(Where the charity is a PGiA partner.)

Your nominated charity receives the following, so it can match and report donations:

- Employer
- Donation amount and frequency
- Payroll Giving Agency name
- PGiA supporter ID

Where you choose to hear from a charity, we share your name, the record of your choice and only the contact details you selected. You must provide your name and at least one contact method to opt in. The selected method may be your email address, postal address and/or telephone number. We do not share your payroll or employee number, safeguarding information or unselected contact details with the charity.

Some charities may use third-party processors for administrative purposes. PGiA does not control how charities use supporter data; please refer to each charity's own privacy policy.

We do NOT share personal data with unauthorised third parties.

Data is only disclosed beyond the above where required by law or court order.

PGiA remains responsible for the data we process and share for Payroll Giving administration.

5. International Transfers

We store most personal data in the UK, including on our donation platform and in Microsoft 365. Some of our service providers store or process personal data outside the UK: our customer relationship management system is hosted in the United States on Amazon Web Services, which is certified under the UK Extension to the EU-US Data Privacy Framework, and some AI and business software providers may process data in the United States or elsewhere. Where personal data is transferred outside the UK, we rely on UK adequacy regulations (including the UK Extension to the Data Privacy Framework) or appropriate safeguards such as the International Data Transfer Agreement or the UK Addendum to the EU Standard Contractual Clauses.

6. Data Retention

We retain different categories of personal data for different periods depending on the purpose of processing, legal requirements, operational need and contractual obligations. Financial records are generally retained for seven years. Other categories of information are retained according to our documented retention schedule. When information is no longer required, it is securely deleted or irreversibly anonymised, as appropriate.

7. Your Data Protection Rights

Under the UK GDPR, you have the following rights:

- **Right of access** – to request a copy of the personal data we hold
- **Right to rectification** – to correct inaccurate or incomplete data
- **Right to erasure ("right to be forgotten")** – where processing is no longer necessary
- **Right to restrict processing**

- **Right to object** – particularly where processing is based on legitimate interests
- **Right to data portability** – where processing is based on consent or contract
- **Right to withdraw consent** at any time
- **Right to lodge a complaint with the ICO**

To exercise any of these rights, contact: **info@payrollgiving.co.uk**

To complain to the ICO: www.ico.org.uk

8. Cookies

Our website uses cookies to improve user experience and analyse website traffic.

Cookies may include:

- Essential cookies (site functionality)
- Analytics cookies (e.g., page usage statistics)
- Preference cookies

You can accept or decline cookies via your browser settings. Declining cookies may affect website functionality.

Full details are available in our Cookie Policy.

9. Links to Other Websites

Our website may contain links to external sites. PGiA is not responsible for the privacy practices or content of these websites.

10. Security Measures

We use appropriate technical and organisational measures to protect personal data, including:

- Secure data storage, in the UK wherever possible
- Access controls
- Encryption
- Staff training
- Regular security reviews

For more information, please refer to our Data Protection and Data Security Policies.

11. Fundraising Standards and Ethical Compliance

PGiA adheres to:

- The **Fundraising Regulator's Code of Fundraising Practice**
- The **Chartered Institute of Fundraising (CIoF) standards**
- HMRC Payroll Giving regulations

We are committed to transparency, donor choice, and responsible fundraising.

12. Our use of artificial intelligence.

We use artificial intelligence (AI) tools, such as Microsoft Copilot, to support our internal administration, including drafting and checking documents, preparing routine communications and reports, and managing digital content. We also use a Microsoft Copilot agent, within our own Microsoft 365 account, to help prepare donation information for the organisations that need it: payroll details for your employer and donation details for the Payroll Giving Agency. The information your chosen charity receives is prepared separately by our donation platform and depends on whether you have agreed to hear from them. Copilot applies the choices you made when you signed up; it does not decide whether, how much or to which charity you give. Each file is checked using our controls and sent by a member of our team; Copilot does not send anything itself. We do not use AI to make decisions about individuals. We only process personal data relating to donors, employees of our employer partners and charity contacts using AI tools that we have approved for that purpose, and we do not enter it into public or unapproved AI tools. Our Directors oversee our use of AI and keep a register of the AI tools we use. Personal data processed using AI is held on the same lawful bases and for the same retention periods as set out elsewhere in this policy; where our AI providers process data outside the UK, the safeguards described in our international transfers section apply. You can ask for a member of our team to review how your information was handled, or ask any question about our use of AI, by contacting us at **info@payrollgiving.co.uk.**

13. Updates to This Policy

We may update this Privacy Policy to reflect legal, regulatory or operational changes. The latest version will always be available on our website. Significant changes will be communicated in advance where appropriate.

14. Contact Us

For questions, concerns or data protection requests, contact:

Email: info@payrollgiving.co.uk **Website:** www.payrollgiving.co.uk

Live Chat: Available on our website