



Payroll Giving in Action Ltd – Privacy Policy (2026)

Effective from: 1 October 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.

By using our website or submitting information to PGiA, you acknowledge and agree to the practices described in this Privacy Policy.

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

1. Data Controller

Payroll Giving in Action Ltd is the **Data Controller** for the personal data processed in connection with Payroll Giving services.

Registered office: Payroll Giving in Action Ltd. Unit 27, Trent South Industrial Park, Nottingham, NG32 4EQ Company Registration Number: 5985431 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) Contractual Necessity

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

b) Legitimate Interests

For purposes including:

- 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.

c) 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.

d) 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 and you have opted to share details.)

We may share:

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

If you provide additional contact details for charity communications, these will be shared according to your instructions.

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

PGiA stores all personal data within the UK. If any third-party processors transfer data outside the UK, we ensure appropriate safeguards are in place (e.g., UK Addendum to EU Standard Contractual Clauses).

6. Data Retention

We retain personal data for **7 years** from the date of your last donation or interaction, in line with HMRC and financial record-keeping requirements.

After this period, data is **securely anonymised** so individuals can no longer be identified.

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 UK-based data storage
- 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 do not use AI to make decisions about individuals, and we do not use AI to decide how donations are processed, allocated or paid to charities. 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. Any communication or report prepared with the help of AI is reviewed by a member of our team before it is sent to an employer, charity or donor. 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 period as set out elsewhere in this policy. If you have any questions about how we use AI, please contact 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