



Policy Review:

This policy will be reviewed and, if necessary, updated every 2 years from the date of approval.

APPROVED BY: Board of Directors

DATE OF APPROVAL: 03 November 2025

TO BE REVIEWED/UPDATED BY: 02 November 2027

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We would love to keep in touch with you about the vital work we do to help animals and people in the Neotropics. We'd also like to keep you updated about volunteering and fundraising opportunities.

We promise that we will never sell, trade or otherwise share your data, and that it will be kept securely.

If you decide you no longer want to be on our email list, you can click the "unsubscribe" link at the bottom of any email from us, or email us at info@neoprimate.org and we will remove your details from our database.

"We" refers to Neotropical Primate Conservation (NPC) and its sister organisations (NPC Peru, NPC Colombia, and NPC Argentina).

For further details on how your data is used and stored, you can read our full privacy statement here below:

Privacy Policy

Neotropical Primate Conservation is committed to protecting and respecting your privacy.

We are complying with the transparency and accountability principles of UK General Data Protection Regulation (UK GDPR).

This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you agree to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to info@neoprimate.org or you can write to us at:

Neotropical Primate Conservation
Windrush

Looe Hill
Seaton, Cornwall PL11 3JQ
United Kingdom

Who are we?

Neotropical Primate Conservation (NPC) is a charity registered in England and Wales – number 1131122. We are dedicated to the conservation of primates and their habitats in South and Central America. We aim to promote conservation and protect biodiversity in the Neotropics.

How do we collect information from you?

We obtain information about you when you make a donation to us, purchase merchandise from us or sign up to our E-Newsletter list via an online form, in person or at an event. We may also obtain information when you choose to fundraise for us via third-party fundraising sites such as Just Giving or Total Giving.

What type of information is collected from you?

The personal information we collect might include your donation information, name, address, email address, IP address and, if you choose to provide them to us, details of any volunteering you have done with us. If you make a donation online or purchase a product from us, your payment information is not held by us, but is collected by our third party payment processors (PayPal; GoCardless), who specialise in the secure online capture and processing of credit/debit card and direct debit transactions.

How is your information used?

We may use your information to:

- process a donation that you have made;
- process orders that you have submitted;
- to carry out our obligations arising from any contracts entered into by you and us;
- dealing with entries into a competition;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals, other fundraising activities, promotions of our associated companies goods and services;
- process a grant or job application

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). We will hold your personal

information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Legitimate Interest can be used to process personal data as long as NPC's interests are not overridden by your own interests or fundamental rights

Who has access to your information?

We will not sell, rent, trade or otherwise provide your information to third parties, except as detailed above (Gift Aid). We will not share your information with third parties for marketing purposes.

When you are using our secure online donation pages, your donation is processed by a third party payment processor (PayPal, Go Cardless), who specialise in the secure online capture and processing of credit/debit card transactions or Direct Debit management. If you have any questions regarding secure transactions, please contact us.

If you donate to or purchase merchandise from us your details are processed and managed by PayPal or Go Cardless, and Donation Manager.

Your choices

You have a choice about whether or not you wish to receive information from us. We will not contact you without your consent, which must be clear and freely given, and collected separately from any other terms or conditions. You may withdraw consent at any time. Under UK GDPR, you have the right to access, rectify, erase and restrict processing of any data we hold of you.

If you do not want to receive direct marketing communications from us about the vital work we do for animals, people and the environment, and our exciting merchandise and campaigns, then you can unsubscribe from our mailing list at any time by clicking the "Unsubscribe" link at the bottom of any email you receive from us. Alternatively, you can email us at info@neoprimate.org and we will remove your details from our mailing list.

How you can access and update your information

The accuracy of your information is important to us. If you change email address, or any of the other information we hold is inaccurate or out of date, please email us at info@neoprimate.org or by writing to us at:

Neotropical Primate Conservation
Windrush
Looe Hill
Seaton, Cornwall PL11 3JQ
United Kingdom.

This is particularly important if you have previously completed a Gift Aid declaration with us – please get in touch if you have any questions.

You have the right to ask for a copy of the information NPC holds about you.

Security precautions are in place to protect the loss, misuse or alteration of your information.

When you give us personal information, we take steps to ensure that it's treated securely. Neotropical Primate Conservation does not store any of your information directly, but rather we subscribe to trusted, secure, GDPR-compliant third-party platforms (MailChimp & Donation Manager).

Details that are transmitted via email are never 100% secure. This is why we would never advise that you include credit card details in a regular, unsecured email. Because what you transmit to us is beyond our control, we cannot guarantee the security of any information that you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security in our systems.

Profiling

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively. We may also use your personal information to detect and reduce fraud and credit risk.

Use of 'cookies'

Like many other websites, the NPC website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better, more personalised service.

It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on any other websites you visit. We cannot be responsible for the privacy policies and practices of other websites even if you access them by 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 we recommend that you check the policy of that third party site.

16 or Under

We aim to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Transferring your information outside of Europe

As part of the services offered to you through our website, the information which you provide to us may be transferred to countries outside the European Union ("EU"), particularly to the countries where NPC's work is carried out. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

Complaints process

If you have any concerns about the way we handle your information, then please contact us on: info@neoprimate.org

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in November 2025.

The Board shall ensure compliance with this Policy and the proper functioning of the means and procedures detailed therein.