



General Data Protection Regulation

Privacy policy

At A ROCHA Portugal we are committed to protecting and respecting your personal data, will always store your details securely – and never share them without your permission.

The information below explains our policy regarding your personal data, both online and offline. By visiting <https://arocha.pt/en/> or using our social media pages (such as Facebook), you are accepting the practices described below.

We will only send you enews and other mailings if you ask us to and you can unsubscribe at any time by following the link on the enews or by contacting us.

If you have any questions regarding this policy, please get in touch with Isabel Soares, our data protection officer by emailing portugal@arocha.org or phoning +351 282 968 380. You can also write to us at A ROCHA Portugal, Apartado 41, 8501-903 Mexilhoeira Grande, Portugal.

How do we collect information from you?

We may collect information about you when you interact with us and knowingly provide us with personal information. For example, when you contact A ROCHA Portugal regarding our activities, send or receive information, engage with our social media or make a donation.

In addition, we may collect anonymous information about the services you use and how you use them. For example, when you watch a video on YouTube, visit our website or engage with social media. We may also collect information about you from publicly available sources.

What information do we collect?

The information we might collect includes your name, address, email address, IP address and data regarding the webpages you have accessed and when.

If you make a donation online, make an event booking or purchase a product from us, your card information is not held by us, but is collected by our third party payment processors (such as PayPal) who specialize in the secure online capture and processing of credit/debit card transactions.

How do we use that information?

We may use your information to:

- Process a donation or an order that you have made.
- Provide you with information about our work that you have requested or which we feel may be of interest to you. This may include information about campaigns, appeals, events, other fundraising activities, promotions of any associated goods and services and general updates of our work.
- Fundraise in accordance with our internal policies and procedures.
- Contact you where you have been identified as a contact person for an organization, such as a school or a church.
- Answer your enquiries or seek your views about a service we provide, through voluntary surveys or research.
- Process a job, volunteer or internship application.

Who has access to your information?

We do not sell or rent your information to third parties, nor do we share it with them for marketing purposes.

We may pass your information to our third party service providers and other associated organizations for the purposes of completing tasks and providing services to you on our behalf (for example, to process a donation). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes.

The only exception to this rule is if we are required to release your information by law, for example by a court order or for the purposes of preventing fraud or other crime.

How do we protect your personal information?

When you give us personal information, we take appropriate physical, electronic and managerial steps to ensure that it is kept secure, accurate and up-to-date.

Although we use appropriate security measures once we have received your personal information, the transmission of information over the internet is never completely secure. We do our best to protect personal information, but we cannot guarantee the security of information transmitted to our website or over email, so any transmission is at the user's own risk.

However, any sensitive information (such as credit or debit card details) is encrypted and protected using SSL and other industry standard measures, to provide an additional level of security.

As well as this, any personal identifiable information can only be accessed by A ROCHA Portugal staff on a 'need to know' basis and held in strict confidence.

How to update my information or change my marketing preferences?

If you want to update the information we hold for you, or think any information we have about you is incorrect or incomplete, please get in touch.

You can do this by emailing portugal@arocha.org or phoning +351 282 968 380. You can also write to us at A ROCHA Portugal, Apartado 41, 8501-903 Mexilhoeira Grande, Portugal.

You also have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about the vital work we do then please contact us and we will remove your name and contact information from our distribution lists.

Links to other websites

This website contains links to other websites. Please note that when you click one of these links, you are leaving our website and entering another site. We encourage you to read the privacy policy on other sites as it may differ from our own.

16 or under

We are concerned 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.

Review of this policy

We keep this policy under regular review. This policy was last updated in October 2025.

We review all our data held for accuracy and relevant permissions every three years.