

## **Privacy Policy**

Access to and use of this Policy is provided by Hospice at Home Carlisle and North Lakeland (Hospice at Home).

Hospice at Home is a registered charity number 1095708 and a company limited by guarantee number 4609579.

This privacy policy explains how we use any personal information we collect about you. We are committed to protecting and respecting your privacy whenever you provide personal information, we will treat your information in line with this policy and in accordance with the Data Protection Act 1998.

### **What information do we collect about you?**

We collect personal information that helps Hospice at Home identify you such as name, address, telephone number and email address. If such information is supplied, Hospice at Home is legally bound by the Data Protection Act 1998 and the directive on Privacy and Electronic communications, to ensure that the information is used only for the purpose it was requested and to ensure that data is held securely.

We **do not** sell any personal information (data) to any third party without your consent. Name and address details only are forwarded to our Mailing House using a safe encrypted system which ensures all details are protected. Information is only given when we are obliged or permitted to do so by law.

### **What do we use the information for?**

By giving a donation, registering for an event or you have expressed an interest in the work of Hospice at Home your personal contact details which you have provided will be added to our database. We keep accurate and up to date records, and only record information which directly relates to you. We keep any information about you **secure and safe** by using an electronic database called Donorflex, which is a password protected system, and can only be accessed by limited number of staff who sign a code of conduct which includes a clear statement around maintaining confidentiality. The information we have is used for mailings such as the bi annual Contact Magazine and the e-newsletter which is sent out every 4-6 weeks. It may also be used for special mailings such as an event promotion and appeals.

If you want to opt out at any time of any communication please contact [admin@hospiceathome.co.uk](mailto:admin@hospiceathome.co.uk) or [charity@fundraisingpreference.org.uk](mailto:charity@fundraisingpreference.org.uk)

### **Access to your information and correction**

You have the right to request a copy of the information we hold about you. If you would like a copy please email [admin@hospiceathome.co.uk](mailto:admin@hospiceathome.co.uk) or contact us on the address below; or [charity@fundraisingpreference.org.uk](mailto:charity@fundraisingpreference.org.uk)

We want to make sure that the personal information we hold about you is accurate and up to date.

**Changes to our privacy policy**

We keep our privacy policy under regular review and we will place any updates on this website. This privacy policy was last updated on 17<sup>th</sup> November 2017.

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