

Privacy Notice

Hospice at Home is committed to protecting your privacy. This privacy notice sets out how we collect, use and protect your personal information.

When you provide or we collect information by which you can be identified, then it will only be used in accordance with this notice and the General Data Protection Regulations (GDPR) enforceable for 25th May 2018.

This notice explains:

- What information we may collect about you
- How this information is stored
- How we may use this information
- Whether we disclose this information to anyone else
- Your choices regarding the information you provide to us

By using our website, supporting or volunteering for us, or providing us with any personal data, you consent to our collection, use and disclosure of the information you provide in the ways set out in this Privacy Notice.

Within the context of this Privacy Notice 'we', 'us' and 'our' refers to Hospice at Home, Carlisle & North Lakeland:

- Hospice at Home, Carlisle & North Lakeland registered charity number 1095708 and a company limited by guarantee number 4609579

We may change this Privacy Notice and our Privacy Policy (which is an internal document which governs us as users of personal information) from time to time, to ensure they are up to date and in line with current legislation. If you would like to view the Policy please contact us. We deem that you accept any changes to this Privacy Notice unless you notify us otherwise. The current Privacy Notice and Privacy Policy were reviewed in March 2018.

What information we may collect about you

We may collect the following information for administrative purposes, to enable us to keep in touch with you and to help us raise money:

- Name and contact information including postal address, telephone numbers and email address.
- Information such as your date of birth, the fundraising events, volunteering opportunities or activities you are interested in and your personal contact preferences.
- Financial information such as your debit/credit card or bank details so that we can process payments and donations.
- Whether you are a UK taxpayer, so that we can claim Gift Aid on your donations.
- Information about donations you have made to the Hospice and communications to and from you.
- How you heard about us and your reasons for supporting us.
- Event based information (e.g. your t-shirt size, medical conditions or dietary requirements).

You might also provide us with feedback or information about your experience of our services or fundraising activities that we may use to improve them or for marketing purposes.

We might collect this information from you in person, over the phone, by post, email, SMS or through our website or social media pages.

How this information is stored

We keep any information about you secure and safe by using an electronic database called Donorflex, which is a password protected system, accessed only by a limited number of staff, duty bound by a "Code of Conduct" and on a need to know basis. If you have provided information on paper it is either transferred to the electronic database or, where we need to retain it (e.g. a gift aid declaration for auditing purposes) it is stored securely.

We do not store debit/credit card details and destroy or obscure these as soon as your payment or donation is processed.

In order to prevent unauthorised access or disclosure, we have effective physical, electronic and managerial procedures to safeguard and secure the information we hold about you.

We keep accurate and up to date records and only record information which directly relates to you. In certain circumstances, we have a statutory obligation to retain information e.g. in relation to donations and Gift Aid contributions

How we may use this information

By giving a donation, registering for an event or if 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.

The information we have is used for mailings such as the 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. We also use the information to:

- Process a donation that you have made;
- Process orders that you have placed;
- Seek views or comments or services we provide;
- Send you communication which you have requested and that maybe of interest to you and may include information about campaigns, appeals and other fundraising events.

Legitimate interest is a lawful ground for processing personal data and covers areas for which an individual has not given specific consent, which includes direct mail. The Charity have to determine their purpose, show it's necessary, and balance against the individuals rights.

Whether we disclose this information to anyone else

We have never and will never sell your data or share it with another company or charity for marketing purposes. We keep your data safe and only share it when we are required to by law or we are using other companies' services - for example with the mailing house (in this instance Cumbria Mailing) who send out our supporter newsletter or with a data cleansing company to ensure the information we hold is up to date. Any company whose services we use in this way are required to treat your data as carefully as we do and use it only in the course of the work they are doing for us. We always use secure encryption when your data is transferred to them. We have third party agreements with such companies.

Your choices regarding the information you provide to us

We contact our supporters by post, email, telephone and SMS (text) to keep them updated with news from the hospice, how we spend their donations and upcoming fundraising activities, events and appeals.

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 or charity@fundraisingpreference.org.uk or contact us on the address below:

Hospice at Home Carlisle and North Lakeland
Valley Court
Barras Lane
Dalston
CA5 7NY

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

If you want to opt out at any time of any communication and/or make any changes to your preferences, please contact us via email at admin@hospiceathome.co.uk or charity@fundraisingpreference.org.uk or call 01768 210719.

Queries

If you have any queries about this Privacy Notice and/or our Privacy Policy please call 01768 210719 or email admin@hospiceathome.co.uk.