



St Vincent's Hospice

the little hospice with the big heart

Review Date	Sept. 2022
Version	2

Fundraising/Supporters Privacy Notice

St. Vincent's Hospice respect all personal data you share with us, or that we get from other organisations, and keep it safe. We aim to be clear when we collect your data and not do anything you would not reasonably expect. We comply with the Data Protection Act 1998 and General Data Protection Regulations (May 2018).

What personal data we collect and how we use it

If you support us, e.g. make a donation, volunteer, register to fundraise, sign up for an event, or donate to our shop, we will usually collect:

- Your name, address, contact details, D.O.B and your reason for supporting us (e.g. personal experience, though please note this is not mandatory)

We will mainly use your data to:

- Provide you with the services, products or information you have requested
- Register your donation, support your fundraising, process gift aid, send thank you letters or update your marketing preferences
- Understand how we can improve our services, products or information

We also want to speak to you in the way you would prefer - be it by email or in writing. We will sometimes analyse things, such as what you are interested in, to engage with you in a meaningful way.

Direct Mailing

With your consent, we will contact you to update you on our progress, or to ask for financial and non-financial support. If you do not want to hear from us please get in touch and we will ensure your wishes are followed (see contact details below). We **do not** sell or share personal details to third parties for the purposes of marketing. However, if you attend an event run in partnership with another named organisation your details may need to be shared. We will be very clear what will happen to your data when you register.

Where we collect information about you

- When you give it to us directly.

You may give us your information in order to sign up for one of our events, tell us your story, make a donation, or communicate with us.

- When you give it to us indirectly.

Fundraising sites like Just Giving or Virgin Money Giving may share your information. These independent third parties will only do so when you have indicated that you wish to support St. Vincent's Hospice and with your consent. You should check their Privacy notice when you provide your information to understand fully how they will process your data.

How we keep your data safe and who has access

We undertake regular reviews of who has access to information that we hold; this is only accessible by appropriately trained staff, volunteers and contractors.

We use external mailing companies to process personal data on our behalf. We do comprehensive checks on these companies, and put a contract in place that sets out our expectations and requirements.

We may need to disclose your details if required to the police, regulatory bodies or legal advisors.

We will only ever share your data in other circumstances if we have your explicit and informed consent.

Keeping your information up to date

Where possible we use publicly available sources to keep your records up to date. We really appreciate it if you let us know if your contact details change.

Your right to know what we know about you, make changes or ask us to stop using your data.

You have a right to ask us to stop processing your personal data, and if it is not necessary for the purpose you provided it for (e.g. processing your donation) we will do so. You have a right to ask for a copy of the information we hold about you. Please contact us on 01505 705635 or email contactus@svh.co.uk

Changes to this Notice

We may change this Privacy notice from time to time. If we make any significant changes in how we treat your personal information, we will make this clear on our website or by contacting you directly.