

# Friends of Sussex Hospices Privacy Policy

## 1. How do we collect information?

We obtain personal information from you when you enquire about our activities, register with us, send or receive an email, make a donation to us, ask a question about our services or otherwise provide us with your personal information.

We also gather general information about the use of our websites such as pages visited and areas that are of most interest to users. We use this information to improve our website and make it a better experience for everyone. For further information please see the cookies section below.

Occasionally we obtain publically available information such as contact information or we research information to help us perform due diligence checks to ensure we are not being abused by fraudsters or criminals posing as genuine donors or to ensure that there are no conflicts of interest from potential supporters or organisations prior to our engagement. We do these checks to help protect Friends of Sussex Hospices (FSH) from abuse. For further information around this please see the marketing section below.

## 2. What information do we collect?

The personal information we collect might include name, address, email address, telephone numbers, bank account details (for setting up regular direct debit or payment information). Data Protection law recognises that certain categories of personal information are more sensitive. These are known as special categories of data and cover health information race, religious beliefs and political opinions. We do not usually collect special categories of data about our supporters unless there is a clear reason for doing so such as participation in a run or walk or similar fundraising event or where we need to ensure we provide the appropriate facilities or support to enable you to participate in an event.

## 3. How do we use your information?

We may use your personal information for:

- Dealing with your enquiries requests and complaints
- Processing your donations and orders made online
- Providing you with information about our work activities and events
- Complying with our legal obligations policies and procedures
- Providing and personalising our services
- Administering membership records
- Fundraising

## 4. Using your credit or debit card to donate or purchase tickets for events

If you use your credit or debit card to donate to us or purchase tickets for an event we will ensure this is done securely and in accordance with the Payment Card Industry Data Security Standard. You can find out more information about PCI DSS here [https://www.pcisecuritystandards.org/pci\\_security/](https://www.pcisecuritystandards.org/pci_security/).

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We do not store your credit or debit card details at all following the completion of your transaction. All card details are securely destroyed once the payment or donation has been processed. Only staff authorised and trained to process payments will be able to see your card details.

### 5. How we protect your information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal or transactional data stored on our website and systems.

### 6. Marketing

Being able to communicate with you is important, as your support will help the work of the Hospice Care providers FSH supports. We believe in being open, honest and transparent with our supporters and want you to feel comfortable about your decision to give us your personal information and how we use it.

We will use the details you provide to us to communicate with you about how we support the Hospice Care providers across Sussex. We would also like to tell you how your support is helping and other ways you can help in the future whether that's through volunteering, events or fundraising.

We promise that we will only communicate with you in the way you wish us to and we will always respect your privacy. You can change your mind at any time and it is quick and easy to let us know that you no longer want to hear from us by calling 01825 890494, emailing us at [info@friendsofsussexhospice.org.uk](mailto:info@friendsofsussexhospice.org.uk). We will always respond to your wishes in a sensitive, timely, courteous and professional way.

Please be assured that we will take appropriate measures to keep your personal information safe and secure and we promise not to over contact. We will never pass your personal information on to other organisations for them to use for their own marketing purposes.

In certain instances, we collect and use your personal information by relying on the legitimate interest legal basis. This is because when you, for example, request to receive services or products from us, we have a legitimate organisational interest to use your personal information to respond to you and there is no overriding prejudice to you by using your personal information for this purpose. However we will always provide you with the option to opt-out of hearing from us. In most instances, however, we will rely on obtaining your consent to our use of your personal information.

We will only communicate to you in the way you have told us. For example:

#### 6.1 Postal communication

If you have provided us with your postal address we may send you direct mail about our work unless you have told us that you would prefer not to receive such information or we receive a notification from the Fundraising Preference Service that you have requested marketing communications to stop.

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## 6.2 Email communication

If you actively provide your consent to us along with your email address you grant us the right to use email for communication. We will endeavour to limit email communication to no more than 3 a year.

## 6.3 Telephone/Text communication

If you have provided us with your telephone number we will only telephone or text you if we have a query on a ticket order or in case of last minute communication of cancellation of an event.

## 7. It's your decision

It is always your decision as to whether you want to hear about our work, how we raise funds and ways in which you can get involved and we provide opt-in opportunities for you to do this. If you do not want us to use your personal information in these ways, please indicate on the form on which we collect your data.

You may opt-out of our communications at any time and it is quick and easy to let us know that you no longer want to hear from us by calling 01825 890494 or emailing us at [info@friendsofsussexhospice.org.uk](mailto:info@friendsofsussexhospice.org.uk). We will always respond to your wishes in a sensitive, timely, courteous and professional way. It is quick and easy by clicking the 'unsubscribe' link in at the end of our marketing emails

You can also change any of your contact preferences at any time including telling us that you don't want us to contact you for marketing purposes by calling 01825 890494 or email us at [info@friendsofsussexhospice.org.uk](mailto:info@friendsofsussexhospice.org.uk).

We will not use your personal information for marketing purposes if you have indicated that you do not wish to be contacted by us for such purposes. However, we will retain your details on a suppression list to help ensure that we do not continue to contact you.

Photographs or video images of individuals, where they are identifiable, will only be used if the relevant consent forms have been completed.

## 8. Personalisation and Profiling

We also carry out targeted fundraising activity to ensure that we are contacting you with the most appropriate communication, which is relevant and timely and will ultimately provide an improved experience for you. For example, by providing timely news about our work, letting you know the different ways you can support us and how you can help raise funds. This will help us tailor our communication so you hear about the areas of our work that are of most interest to you i.e. volunteering and events.

## 9. Disclosures

We will never pass your personal information on to other organisations, however we may disclose your personal information in the following circumstances:

- Where we are under duty to disclose your personal information in order to comply with law or the disclosure is 'necessary' for purposes of national security taxation and criminal investigation or we have your written consent.

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- Where we need to perform due diligence checks to ensure we are not being abused by fraudsters or criminals posing as genuine donors for example money laundering proceeds of crime tax avoidance. We do these checks to help protect FSH from abuse.

### 10. Keeping your personal information

We keep your personal information for as long as required to operate the service in accordance with legal requirements and tax and accounting rules. Where your information is no longer required, we will ensure it is disposed of in a secure manner.

### 11. Your rights

Under the Data Protection Act 1998 and the General Data Protection Regulation, which comes into force on 25 May 2018 you have the following rights:

1. The right to access your personal information
2. The right to edit and update your personal information
3. The right to request to have your personal information deleted
4. The right to restrict processing of your personal information
5. The right to object
6. The right to lodge a complaint with a supervisory authority

#### 11.1 The right to access your personal information

You have a right to obtain confirmation that your personal information is being processed. You also have the right to request a copy of your personal information we hold.

We will provide a copy of your personal information within 40 days of receiving the written request. We may charge a fee not exceeding £10 for dealing with this request.

Should you wish to exercise these rights we require you to prove your identity with two pieces of approved identification. Please address requests to

The Compliance Officer  
Friends of Sussex Hospices  
Framfield Grange  
Framfield  
TN22 5PB

If you wish to make a request to see your data please contact the Compliance Officer, either in writing to the above address or by emailing [info@friendsofsussexhospice.org.uk](mailto:info@friendsofsussexhospice.org.uk).

#### 11.2 The right to edit and update your personal information

The accuracy of your personal information is important to us. You can edit your personal information including your address and contact details at any time. Please address requests to:

The Compliance Officer  
Friends of Sussex Hospices  
Framfield Grange  
Framfield  
TN22 5PB

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Or email [info@friendsofsussexhospice.org.uk](mailto:info@friendsofsussexhospice.org.uk). Please provide as much information as possible about the nature of your contact with us to help us locate your records. Any changes you have requested may take 28 days before they take effect.

### 11.3 The right to request to have your personal information deleted

You have the right to request the deletion of your personal information.

Should you wish to exercise these rights please address requests to:

The Compliance Officer  
Friends of Sussex Hospices  
Framfield Grange  
Framfield  
TN22 5PB

Or email [info@friendsofsussexhospice.org.uk](mailto:info@friendsofsussexhospice.org.uk)

Please provide as much information as possible about the nature of your contact with us to help us locate your records. Any changes you have requested may take 28 days before they take effect

### 11.4 The right to restrict processing of your personal information

You have the right to 'block' or suppress processing of your personal data. However, we will continue to store your data but not further process it. We do this by retaining just enough of your personal information so we can ensure that the restriction is respected in the future.

Should you wish to exercise this right please address requests to:

The Compliance Officer  
Friends of Sussex Hospices  
Framfield Grange  
Framfield  
TN22 5PB

Or email [info@friendsofsussexhospice.org.uk](mailto:info@friendsofsussexhospice.org.uk)

Please provide as much information as possible about the nature of your contact with us to help us locate your records. Any changes you have requested may take 28 days before they take effect.

### 11.5 The right to object

You have the right to object to your personal information being processed for marketing and for research purposes. From the very first communication from us and every marketing communication we send after you will have the right to object to marketing.

Alternatively, you can exercise this right by writing to :

The Compliance Officer  
Friends of Sussex Hospices  
Framfield Grange  
Framfield  
TN22 5PB

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Please provide as much information as possible about the nature of your contact with us to help us locate your records. Any changes you have requested may take 28 days before they take effect.

If we process your personal information for the exercise or defence of legal claims or we can demonstrate compelling grounds that override your rights and freedoms we may not be able to fulfil your request. However we will contact you to discuss further.

### 11.6 Your right to lodge a complaint with a supervisory authority

If you wish to lodge a complaint or seek advice from a supervisory authority please contact:

The Office of the Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Tel: +44 (0) 01625 545 745 Website: [www.ico.org.uk](http://www.ico.org.uk)

## 12. Other websites

Our website may contain links to other websites that are outside our control and are not covered by this Privacy Policy. If you access other sites using the links provided the operators of these sites may collect information from you that will be used by them in accordance with their privacy policy which may differ from ours.

## 13. Internet-based transfers

Given that the Internet is a global environment, using it to collect and process personal data necessarily involves the transmission of data on an international basis. This means for instance that data you pass to us may be processed outside the European Economic Area, although the data will always be held securely and in line with the requirements of UK data protection legislation. By communicating electronically with us you acknowledge and agree to our processing of personal data in this way.

## 14. Use of cookies

The Friends of Sussex Hospices website, like most websites, uses cookies to give you a more personalised web service and to provide information to us.

A cookie is a small piece of information sent by a webserver to a web browser which enables the server to collect information from the browser. Find out more about cookies on [www.allaboutcookies.org](http://www.allaboutcookies.org).

Most browsers will allow you to turn off cookies. If you want to know how to do this please look at the menu on your browser, or look at the instruction on [www.allaboutcookies.org](http://www.allaboutcookies.org). Please note however, that turning off cookies could restrict your use of our website.

Some of these cookies allow us to count visits and traffic sources so we can measure and improve the performance of our site. They help us to know which pages are the most and least popular and see how visitors move around the site. The data collected is not shared with any 3rd party. The information we get through the use of these cookies is anonymous and we make no attempt to identify you or influence your experience of the site while you are visiting it. If you do not allow these cookies we will not be able to include your anonymous visit in our statistics.

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We use the following cookies:

**14.1 Strictly necessary cookies.** These are cookies that are required for the operation of our Website. They include, for example, cookies that enable you to log into secure areas of our website or if you click on our cookie message banner.

Analytical/performance cookies. They allow us to recognise and count the number of visitors and to see how visitors move around our Website when they are using it. This helps us to improve the way our Website works and makes information quicker and easier for you to find.

**14.2 Third party cookies.** We try to limit the number of third party cookies used on the Website. The following are used.

Cookie	Name	Purpose
Google Analytics	_utma _utmb _utmc _utmz	These cookies are used to monitor how visitors use Our Website. The anonymous information collected will help Us improve the experience of using Our Website for visitors through the collation of web traffic patterns, user preferences as well as information on how You came to find Our Website. More information: <a href="http://www.google.com/policies/technologies/cookies/">http://www.google.com/policies/technologies/cookies/</a>
Google Analytics	_ga _gat	These cookies are used to distinguish between users of Our Website.
Google Maps	APISID CONSENT HSID NID SAPIID SID SSID	These cookies enable Us to monitor the number and behaviour of Google maps users.
WordPress	wordpress_test_cookie	This cookie is used to check that the browser You are using to access Our Website is capable of accepting cookies.
Twitter	_ga _gat _gid _twitter_sess ct0 external_referer Guest_id personalization_id	Twitter set a series of cookies on any page that includes a Twitter feed. While we have no control over the cookies set by Twitter, it appears that the cookie stores information about the feed you are viewing, where you accessed the feed, and details of your twitter account (if you are logged in). When you use a Twitter widget, information about your use of our website, including your IP address, may be transmitted to Twitter and stored on servers in the United States. Typical cookie names:
BtMyDonate	TLSDETAILS	This is a cookie set by BTMyDonate to monitor users viewing their website from a link

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Where you have accessed Our Website via a third party website, your web browser may have already accepted a cookie. Whilst we are unable to accept any responsibility for these third party cookies (as they are not promoted or created by us nor are they under our control), We would recommend that you review the [privacy policy](#) or cookie policy for any search engines or websites that have linked you to our Website, so that you may fully understand the privacy policies they currently have in place.

### 14.3 Personal Cookie Settings

Your browser settings will allow You to manually control Your personal cookie settings and further information can be found in the 'Help' section of your chosen web browser.

To find out more about cookies, including details of cookies and how to manage and delete them, please visit <http://help.sitebites.co.uk> or [www.allaboutcookies.org](http://www.allaboutcookies.org).

### 14.4 Complaints or queries

We strive to meet the highest standards when collecting and using personal information, including when it comes to cookies. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of cookies is unfair, misleading or inappropriate. We would also welcome suggestions for improving our procedures.

## 15. Changes to the Privacy Policy

We may update this policy from time to time. When we do, we will revise the updated date at the bottom of this page. We encourage our users to frequently check this page for any changes to stay informed about how we are helping to protect your personal information we collect.

If there are any significant changes in the way we treat your personal information we will contact you and we will place a prominent notice on our website(s).