

Privacy Notice

Our promise to you

At Hospiscare, we want you to feel that supporting us is a positive, worthwhile and rewarding experience. Many thousands of people throughout Exeter, Mid and East Devon depend on our care and support, and quite simply, we couldn't be there for them without the generosity of people like you.

We promise to respect any personal data that you are happy to share with us or allow other organisations to give to us. We ask for this data in order to communicate with you in the manner in which you have requested contact, to process your donations and ultimately, to raise funds as responsibly and effectively as possible. In this privacy policy we will tell you

- Our contact details should you have any questions about your personal data
- How we collect your personal data and why
- What data we collect and why
- Who we share your data with
- How long we will keep your details
- Your rights regarding your data

Our contact details

Hospiscare is registered with the Fundraising Regulator and is a registered data controller with the Information Commissioners Office. If you have any questions about your personal data, please contact us via

The Data Protection Officer

Hospiscare

Searle House

Dryden Road

Exeter

EX2 5JJ

How we collect your personal data and why

We collect information in different ways:

1. You give us your data directly:

When you make a donation, register for an event, buy a lottery ticket, volunteer, or share your story with us we will collect details that enable us to process or administer our relationship with you.

2. You give us your data indirectly:

When you use online fundraising sites such as Justgiving or Virgin Money you may agree to them sending us your details so that we can contact you to say thank you. If you register for an event or sign up for a newsletter via our website, the details you submit are collected on our behalf by our website provider. If you set up a standing order or direct debit, your bank will send us enough details to be able to

process or administer your donations. You may agree to let a friend or colleague give us your details when registering for an event.

We may also collect some details about you via cookies on our website. The cookies we use directly are as follows:

Cookie Name: `_ga`

Use: This cookie is used by Google Analytics, a 3rd party application (provided by Google) that we use to understand how visitors use our site. You can learn more about this cookie and what Google has to say about them by logging on to: <https://developers.google.com/analytics/devguides/collection/gajs/cookie-usage>

Cookie Name: notice

Use: This cookie is used to remember whether or not you have closed the notice which appears at the top of your browser to inform you of the use of cookies on this site. Once set, it is saved on your computer for 45 days or until you delete your cookies.

Name: PHPSESSID

Use: This cookie is used to distinguish you from other users of the site. It is deleted as soon as you leave our website.

We also use social media platforms such as Facebook and Twitter: companies like this use cookies within their systems which may, depending on your privacy settings, allow us to access some information from your accounts.

What data we collect and why

When you make a donation to us, register for an event, buy a lottery ticket, offer to volunteer or support us in any other way we will always ask for your full name and full address details so that we can process the interaction with you. We will also ask you how you would prefer us to contact you.

On occasion, when it is appropriate, we may also ask you for further information such as:

- Your phone number
- Your email address
- Your date of birth
- Why you are making a donation to us; in particular whether you are donating in memory of someone and your relationship with that person
- Your interests and activities

We do not need these details in order to fulfil a transaction, but we would like to understand more about you so that we can provide you with any products or services that you ask for as well as to improve our service to you. If you register for an event we may also ask you for additional information so that we can make sure we deliver an event that is safe and which can be fully enjoyed by the people taking part.

Who we share your data with

Hospiscare promises never to sell your data to any third party, or share it with any third party for marketing purposes.

We do share your data with organisations that work on our behalf or supply us with services that require your data in order to deliver these services.

Companies that we work with include:

Blackbaud Hosting Services

We use a database system called Raiser's Edge which is supplied to us by Blackbaud, Inc. Your data is stored Boston, Massachusetts, USA. Blackbaud complies with the EU-U.S. Privacy Shield Framework as set by the U.S. Department of Commerce regarding the collection, use, and retention of personal information transferred from the European Union to the United States.

Secure Collections

This company process direct debits on our behalf.

HMRC

HMRC reserves the right to inspect our gift aid files and claim procedures at any time.

Other types of company:

Printers and mailing companies: to send out mailings on our behalf

Data profiling companies: on occasions we compare our database or sections of our database to geodemographic data. We may use this information to make decisions about the communications that we send you, or the events to which we invite you.

Automated decision-making

We use data screening companies to make sure that we do not contact people inappropriately. These companies may use information from publicly available sources to fulfil their services (such as death records) as well as checking against opt out services such as TPS (Telephone Preference Service) and FPS (Fundraising Preference Service). We also make automated decisions within Hospiscare because we will give you the opportunity to tell us what you would like to hear about. If you have told us you only wish to hear about certain aspects of our work and activities, we will automatically deselect you from hearing about the aspects you have not selected.

How long we will keep your data

Your consent to receive marketing and/or information materials from us will expire six years after your last donation or communication to Hospiscare. Towards the end of six years we may contact you again to ask you if you would be happy to continue to hear from us and we will ask you to tell us again in writing or electronically what you would like to hear about and how. If you do not respond to this invitation, even to decline, we will move your details to a 'suppression list' so that we do not accidentally contact you again in the future.

Your rights

You have the right to know what data we hold about you and you have the right to ask to see a copy of this at any time. If any part of this data is inaccurate or missing, please let us know so that we can amend it. Any amendments you tell us about will be corrected within five working days. If you wish to see a copy of your information please write, with details of the data you wish to see and proof of your identity, to The Data Protection Officer, Hospiscare, Searle House, Dryden Road, Exeter, EX2 5JJ.

We will accept requests by mail, email or telephone but we will respond to such requests by mail so that we can ensure that personal data is only given to the right person.

You have the right to withdraw your consent to receive marketing and/or information materials from us at any time. Withdrawing your consent to marketing communications does not mean that we will never contact you. We may need to talk to you about administrative matters in order to process a transaction or for another business reason.

You have the right to request that we delete your data in full. However, we recommend that if you wish to stop any further marketing contact from us, you withdraw your consent to contact. We will then move your details to a 'suppression list' which we will check against to make sure that we do not accidentally contact you again in the future.

Changes to this policy

We may make changes to, or update this policy from time to time. If we make significant changes to how we use your data we will make this clear on our website and we may also write to you directly to tell you about it.

For further information about privacy and data consent, please visit the Information Commissioner's Office website at www.ico.org.uk.