

Privacy Notice - Supporter

This privacy notice is intended to let you know how and why we use the data you provide to us. You don't need to do anything – but please read this notice carefully. We may update this notice from time to time, so please check it regularly.

Who we are

Oakhaven Hospice Trust is a registered charity number 900215. Companies House No: 02435177 Registered office: Lower Pennington Lane, Lymington, Hampshire, SO41 8ZZ. The Hospice has two wholly owned subsidiaries, Oakhaven Trust Trading Limited (Reg. No 02366879) and Oakhaven Lottery Company (Reg. No. 03339521, which are incorporated in the UK for the purposes of generating income for the Hospice's charitable purposes.

We are committed to protecting your privacy and will only use personal data that we collect in line with all applicable laws, including the General Data Protection Regulation (GDPR).

What data do we collect about you?

Personal data we collect may include one or more of the following:

- your name
- contact address
- telephone number(s)
- e-mail address
- records of your correspondence with us
- donation and gift aid details
- bank details for a Direct Debit
- card payment details to process a donation
- information you may enter onto the website (such as date of birth)
- any information you choose to share with us (such as relationships to other donors)

When you use our website, we use tools like Google Analytics to collect information such as your IP address, the browser you use (eg Internet Explorer, Firefox etc), domain names, the time of day you accessed the website and referring Website addresses. This information helps improve our online services, ensures security and helps protect against fraud. It also assists with diagnosing online problems with our website.

We also use cookies to give us more understanding of how people use our website.

How do we use the data we collect about you?

We use your personal data for a number of purposes including the following:

- to process and acknowledge your donation, sponsorship or gift aid
- deliver services, literature and/or other materials and information you have requested from us

- unless you tell us otherwise, we will send you information we think may be of interest, such as updates on our work, news, fundraising appeals, lottery, shops, volunteering opportunities and events. We may send this information by e-mail, if you have given us your consent
- contact you about making a celebratory gift, donating in memory, leaving a gift in your Will, or to give you details of other ways to support or fundraise for Oakhaven Hospice that you have expressed an interest in
- run our internal administration and keep a record of your relationship with us
- manage your communication preferences i.e. how you have chosen to be contacted
- carry out research and surveys about our services
- to comply with applicable laws and regulations

To help us understand our supporters better, we sometimes review received data to evaluate interests and preferences. We also look at geo-demographic information in the area you live in and the socio-economic make up of your neighbourhood. Information is taken from publicly available sources, such as public registers of listed Directorships, typical earnings in a geographic area, information from the electoral roll, press reports and social media posts.

This means that when we need to approach supporters for donations, we do it ethically and cost effectively by asking the right people and organisations at the right time.

By law we're allowed to process your data for one or more of these reasons:

- you have given consent
- it is necessary for us to be legally compliant
- there is a legitimate interest to do so e.g. to continue our existing relationship, in order to ask for your support and process donations for our Charity provided you haven't requested we don't contact you. In this way we are providing ongoing awareness of our fundraising journey

Rest assured, we never share, sell, swap or rent your data to third parties for marketing purposes.

Sometimes, we need to share information with authorised people or organisations so they can deliver services to you. For example, we use an external party to help with our lottery service and you would be informed of this at the point of sign up. If this is the case, we only give them the information they need to deliver the service – and we always make sure that they will protect your information with securities and confidentiality processes equivalent to ours.

We will always keep your data secure and confidential. However, disclosure may be required by law, for example to government bodies and law enforcement agencies.

How we protect and keep your data?

We don't keep your data for longer than is necessary for the purposes for which it is used. This is in accordance with our Data Retention policy and adheres to the requirements of the GDPR.

If you tell us not to contact you, we will update our records accordingly.

We have security procedures, rules and technical measures to protect your data. Your data will be kept in a secure environment with access restricted on a need to know basis.

Personal data will not be transferred to a country or territory outside the European Economic Area unless there is a specific operational reason to do so, in which circumstance we are obliged to ensure that the Country or Territory concerned ensures an equal level of cyber security/protection and confidentiality procedures (General Data Protection Regulation) for your rights and freedoms, in relation to the processing and storage of personal data.

We may for financial or technical reasons use the services of an Internet Services Provider and/or e-mail marketing automation processor located outside the European Economic Area. However, we will make sure that your personal data will be held by those providers according to European data protection regulations. We will take all reasonable steps to ensure that your data is treated securely and in accordance with this privacy notice.

When using websites owned by other organisations to communicate with us, such as Twitter or Facebook, you should check their privacy policies/notices.

How do you update your personal data?

We want to make sure that your personal data is accurate and up to date. Please let us know if your details change. We may use publicly available sources to keep your records up to date: for example, checking your postcode is correct using the Royal Mail postcode lookup facility.

To let us know of any changes please contact:

Fundraising Department
Oakhaven Hospice Trust
Lower Pennington Lane
Lymington
Hampshire
SO41 8ZZ

E-mail: fundraising@oakhavenhospice.co.uk

Tel: 01590 670436

What rights do I have over my personal data?

Under the General Data Protection Regulation, you have the right to:

- access your personal data
- rectify, erase or restrict your data
- object to the processing of your data
- data portability – request transfer of data.
- to lodge a complaint with Oakhaven Hospice or the overarching regulator, the Information Commissioners Office (details on request)

For more information, please contact the Oakhaven Hospice Trust Data Protection Officer using the following contact details:

Data Protection Officer
Oakhaven Hospice Trust
Lower Pennington Lane
Lymington
Hampshire
SO41 8ZZ

E-mail: dataprotection@oakhavenhospice.co.uk

Tel: 01590 613030

Changes to this privacy notice

Rules and regulations around data can change – and therefore our privacy notice will change too. So it's worth visiting this page from time to time to check for updates. At the start of this privacy notice we tell you when it was last updated.