

OAKHAVEN HOSPICE PRIVACY NOTICE DONORS & SUPPORTERS

Oakhaven is committed to maintaining the accuracy, confidentiality and security of your personal information. This Privacy Notice describes the personal information that we collect from or about you, how we use it and to whom we disclose that information.

Contents

Who we are.....	2
Who is responsible?	2
What Personal Information Do We Collect?	2
Why Do We Collect Personal Information?	3
How Do We Use Your Personal Information?	3
What is our legal basis for collecting your data?	4
When Do We Share Your Personal Information?.....	5
Who are our partner organisations?	6
How your records are stored.....	6
How is Your Personal Information Protected	7
How Long is Your Personal Information Retained?	7
Updating Your Personal Information.....	7
Right of Access to Your Personal Information.....	7
Your other legal rights	8
Monitoring.....	9
Website	9
Can we use your information for marketing our products and services?	10
Who to contact:	10
Changes to this privacy notice.....	10

Who we are

Oakhaven Hospice (Oakhaven) is a registered charity number 900215.

Companies House No: 02435177

Registered office: Lower Pennington Lane, Lymington, Hampshire, SO41 8ZZ.

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). In this Notice, “We”, “Us” and “Our” means Oakhaven Hospice. “You” means the donor/supporter. We are committed to maintaining the accuracy, confidentiality and security of your personal information. Data protection law provides you with a right to be informed about the processing of your personal information. This Notice describes the personal information that we collect from or about you, and how we use and to whom we disclose that information.

Where it is appropriate to the delivery of the service and in accordance with our contract with you or as required by law, we may also prescribe additional purposes and longer retention periods to those set out below.

Who is responsible?

The person responsible for the personal information about you which we collect (the “data controller”) is Oakhaven.

What Personal Information Do We Collect?

For the purposes of our Privacy Policy, personal information is any information about an identifiable individual. Personal information does not include anonymous or non-personal information. 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)

Why Do We Collect Personal Information?

The personal information collected is used and disclosed for our organisational purposes, such uses include:

- 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

How Do We Use Your Personal Information?

We may use your personal information for the purposes described in this Policy, or for any additional purposes that we advise you of and, where your consent is required by law, where we have obtained your consent in respect of the use or disclosure of your personal information.

We may use your personal information without your knowledge or consent where we are permitted or required by law or regulatory requirements to do so.

To help us understand our supporters better, we sometimes review received data to evaluate interests and preferences. We also look at geo-demographic information i.e. 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.

What is our legal basis for collecting your data?

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. We rely on legitimate interests as a lawful basis for some of our fundraising-related processing. These interests include:
 - Promoting and supporting our charitable objectives
 - Maintaining and growing supporter relationships
 - Ensuring the financial sustainability of our services

We may process your personal information, under legitimate interests, to:

- keep you informed about our work, events, and fundraising activities
- manage supporter records and handle donations
- analyse the effectiveness of our fundraising so we can use our resources responsibly
- ensure we do not contact individuals who have asked not to receive fundraising communications

Where we rely on legitimate interests, we always consider your rights and expectations and balance these against our interests as a charity.

Where we rely on your consent, we will ask you clearly and openly, and we will keep a record of the consent you have provided. Consent may be requested through:

- Consent forms, either paper or digital
- Online sign-ups, for example when registering for an event or newsletter
- Tick boxes on donation forms or surveys
- Verbal consent, where appropriate (recorded on our supporter database)
- Email or written confirmation from you

We use consent particularly for activities where you choose to receive:

- Fundraising marketing by email or text message
- Information about events, lotteries, or raffles
- Supporter surveys or research participation

- Communications about volunteering or campaigns (where required by law)
- The use of your photographs, video or case studies for promotional purposes
- Sharing your information with partner organisations for specific fundraising activities (only where you have agreed)

You can withdraw or change your consent at any time, unless we are legally or contractually required to process your information. If you choose to withdraw consent, we will update our records as quickly as possible and stop the relevant activity.

All requests to withdraw or update your consent should be made in writing to the Data Protection Officer.

When Do We Share Your Personal Information?

We may share your personal information with our employees and other parties who require such information to assist us with managing the service we provide to you.

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 (The Local Hospice Lottery), 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.

Also, your personal information may be disclosed:

- as permitted or required by applicable law or regulatory requirements.
- to comply with valid legal processes.
- as part of our reporting activities.
- to protect the rights and property of Oakhaven.
- during emergency situations or where necessary to protect the safety of a person or group of persons.
- where the personal information is publicly available; or
- with your consent where such consent is required by law.

In any such a case, we will not disclose more personal information than is required in the circumstances and, except under compulsion of law, we will not

disclose without your consent any legal advice which is the subject of a duty of confidence owed to you.

You have the choice to share or not to share

You can ask for all or some of your information not to be shared outside of Oakhaven. If you decide not to share at all this may impact on the service Oakhaven is able to offer you. If you have any concerns about how your information is shared or held, please discuss with a member of Oakhaven staff.

Who are our partner organisations?

We may also have to share your information, subject to strict agreements on how it will be used, with the following organisations:

- Mailing houses / print suppliers - to send fundraising appeals, newsletters, raffle mailings.
- Event platforms & ticketing providers - for registration, sponsorship, and event administration.
- Fundraising platforms (e.g. JustGiving) - to receive supporter donations and contact preferences.
- Payment processors (e.g. Stripe, PayPal, merchant services) - to process online and card donations securely.
- Database / CRM system providers - to store supporter data (e.g. Raiser's Edge, Salesforce NPSP).
- External Lottery Manager (The Local Hospice Lottery) - to operate and process lottery service.
- Gift Aid service providers - for HMRC Gift Aid declarations and claims.
- Regulators or legal authorities (Charity Commission, Fundraising Regulator, HMRC) — where legally required.
- Corporate partners / matched funding providers - When supporters request matched donations or joint activities.
- Other 'data processors' which you will be informed of

You will be informed who your data will be shared with and in some cases asked for explicit consent for this happen when this is required.

How your records are stored

We store supporter and fundraising information primarily in a secure electronic fundraising database (Raisers Edge). This system is used to manage donations, event participation, Gift Aid, and communications. Access to supporter information is strictly limited to staff and volunteers who need it to carry out their roles, and is controlled through secure login, permissions, and regular monitoring.

We also use secure IT systems and encrypted storage to protect information that may be held in other formats (for example, financial transaction records or

paper documentation that you provide to us), and we ensure that all personal data is handled in line with data protection legislation and our internal policies.

How is Your Personal Information Protected?

We endeavour to maintain physical, technical and procedural safeguards that are appropriate to the sensitivity of the personal information in question. These safeguards are designed to protect your personal information from loss and unauthorised access, copying, use, modification or disclosure.

Your personal information will not normally be processed outside the European Economic Area. Where it is necessary or desirable to do so, we will seek your prior consent, and we will take steps to ensure that suitable safeguards apply.

How Long is Your Personal Information Retained?

We keep supporter and fundraising information only for as long as it is needed to fulfil the purposes for which it was collected. In most cases, this means up to six years after your last interaction with us, in line with financial, regulatory, and good practice requirements. Some records, such as those relating to Gift Aid or legacies, may be retained for longer where the law or our legitimate interests require it. If you ask us not to contact you, we will retain only the minimal information needed to respect your wishes and prevent future contact.

Updating Your Personal Information

It is important that the information contained in our records is both accurate and current. If your personal information happens to change during your relationship with us, please keep us informed of such changes.

You have a right to have your personal information corrected if it is inaccurate and to have incomplete personal information completed. In some circumstances we may decide to update our record of your personal information by appending additional text without deleting the original record. We would advise that you raise any changes with us as soon as they occur so that the data we keep about you is kept up to date.

Right of Access to Your Personal Information

You can ask to see the personal information that we hold about you. If you want to review, verify or correct your personal information, please contact Oakhaven. Please note that any such communication may be required in writing.

When requesting access to your personal information, please note that we may request

specific information from you to enable us to confirm your identity and right to access, as well as to search for and provide you with the personal information that we hold about you.

You have the right to access the personal information we hold about you. In most cases, we will provide this information upon request. However, in limited circumstances, applicable law or regulatory requirements may allow or require us to withhold certain information. This may include:

- Personal information that has been destroyed, erased, or anonymised in line with our record retention policies
- Information where disclosure is restricted by legal or regulatory obligations

If we are unable to provide full access to your personal information, we will explain the reasons for this wherever possible, subject to any legal or regulatory restrictions.

Your other legal rights

Data protection legislation also provides you with certain other rights. These are not always absolute rights and must be considered in the wider scope of the legislation. These rights are:

<u>Right of access and of data portability.</u>	You have the right of access to information we hold about or concerning you and/or to have it transferred to another data controller in some circumstances. If you would like to exercise this right, you should contact our Data Protection Officer.
<u>Right of rectification or erasure.</u>	If you feel that any data that we hold about you is inaccurate you have the right to ask us to correct or rectify it. You also have a right to ask us to erase information about you where you can demonstrate that the data we hold is no longer needed by us, or if you withdraw the consent upon which our processing is based, or if you feel that we are unlawfully processing your data. Your right of rectification and erasure extends to anyone we have disclosed your personal information to, and we will/shall take all reasonable steps to inform those with whom we have shared your data about your request for erasure.
<u>Right to restriction of processing.</u>	You have a right to request that we refrain from processing your data where you contest its accuracy, or the processing is unlawful and you have opposed its erasure, or where we don't need to hold your data anymore but you need us to in order to establish, exercise or defend any legal claims, or

	we are in dispute about the legality of our processing your personal data.
Right to object.	You have a right to object to our processing of your personal data where the basis of the processing is our legitimate interests including but not limited to direct marketing and profiling.
Right to Withdraw Consent.	You have the right to withdraw your consent for the processing of your personal data where the processing is based on consent. To withdraw consent please <i>select the unsubscribe option in the most recent electronic marketing communication you have received or alternatively you can write to us at database@oakhavenhospice.co.uk</i>
Right of Complaint.	You also have a right to lodge a complaint about any aspect of how we are handling your data with <i>the</i> UK’s Information Commissioner’s Office who can be contacted at www.ico.org.uk .

Monitoring

Some of our premises are equipped with CCTV. Where in use, CCTV cameras are there for the protection of visitors and employees, and to protect against theft, vandalism and damage to goods and property on the premises. Generally, recorded images are routinely destroyed after 30 days and are not shared with third parties unless there is suspicion of a crime, in which case they may be turned over to the police or other appropriate government agency or authority.

This section is not meant to suggest that individuals will be monitored or their actions subject to constant surveillance. It is meant to bring to your attention the fact that such monitoring may occur.

Website

When you use our website, we use tools like Google Analytics to collect information such as your IP address, the browser you use (e.g. 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.

Details on how you can manage your cookie settings can be found at: [Cookie policy - Oakhaven](#)

Can we use your information for marketing our products and services?

We may send you email newsletters if you opt-in to receive such correspondence. We may also send you details of new services but only if it is within our legitimate interest to do so. We will always let you know that you can opt out from receiving marketing material and you can let us know at any time if you no longer wish to receive direct marketing offers from us. You can do so by emailing us at fundraising@oakhavenhospice.co.uk.

Who to contact:

Oakhaven Hospice has the responsibility to ensure that your personal data is protected. If you have any complaints or concerns, we advise that you contact us initially before raising this with the ICO.

We recommend that you contact the data protection officer below:

Name of Person: Donna Wilkins, Data Protection Officer
email address: dataprotection@oakhavenhospice.co.uk
Contact number: 01590 613030
Contact address: Oakhaven Hospice, Lower Pennington Lane, Lymington, SO41 8ZZ

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance.

Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/> or call 0303 123 1113.

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 bottom of this privacy notice we tell you when it was last updated.