

## 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 notice 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 Commissioner's 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 may process your personal information for our legitimate business interests. Legitimate interests enables us to run our charity effectively, process and manage your support for us, understand you better and to send you news and information about our work, fundraising activities and events. It can also apply to processing that is in your interests as well.

When we process your personal information for our legitimate interests we make sure to consider and balance any potential impact on you (both positive and negative) and your rights under data protection laws. Our legitimate business interests do not automatically override yours and we will not use your information for activities where our interests are overridden by the impact on you, unless we have your consent or are otherwise required or permitted by law.

We collect information in different ways:

1. You give us your data directly:

When you make a donation, register for an event, join our lottery, sign up to Gift Aide when goods to one of our shops, 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 Giving, you may agree to them sending us your details so 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 third 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 it, and others, 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 these 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, join our lottery, 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 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 or rent 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:

### **Fundraising and Retail:**

#### **Blackbaud Hosting Services**

The fundraising department uses a database system called Raiser's Edge which is supplied to us by Blackbaud, Inc. Your data is stored in 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. Blackbaud Merchant Services (BBMS) is a subsidiary of Blackbaud, Inc which processes online donations and event registration fees on our behalf. Your bank account and payment card details are not stored in our database.

#### **Nisyst**

The Retail department uses a system called Nisyst to store all data from customers who have signed up to the retail Gift Aid scheme. This data is stored in Liverpool with Nirvana Intelligent Systems Ltd.

#### **Secure Collections**

This company processes 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 that send out mailings on behalf of the fundraising or retail departments.

Data profiling companies - on occasion 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 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.

### **Hospiscare Website**

The Exeter-based firm Optix hosts the Hospiscare website. If you submit your personal details to us via our website your data will be stored on secure servers based in the UK. If you donate via our website, your bank account and payment card details are not stored on our websites, but are processed and stored by the payment providers:

- Secure Collections (Direct Debits)
- Sagepay (debit/credit cards)

Hospiscare will store your name, address, and other details that you submitted, for identification and administrative purposes.

### **Lottery**

#### **Lottery data collection**

Lottery players' data is stored securely on Hospiscare's own server using a password protected lottery application (Combase) and is only accessible by Lottery administration personnel for the purpose of running the draws. Your name address and contact details will also be stored on Hospiscare's main database; Raiser's Edge (Blackbaud Hosting Services).

Lotteries are age restricted, therefore, to comply with the Gambling Commission's licence conditions, we require your date of birth to verify your age.

#### **Lottery canvassers**

Lottery canvassers are employed by carefully selected third party companies and utilise password protected iPads to capture your data which is encrypted before being transmitted to the hosting providers:

- Burden & Burden Marketing Ltd
- Local Fundraising Ltd

Your data is then auto-deleted from the iPad, preventing unauthorised access to your data by the canvasser or in the event of the iPad being lost.

Only Hospiscare can access your encrypted data from the hosting companies.

### **Lottery Websites**

When you join the lottery or buy tickets via the lottery websites your name, address and contact information is stored securely using SSL encryption on the host (One.com).

Your bank account and payment card details are not stored on our websites, but are processed and stored by the payment providers:

- Secure Collections (Direct Debits)
- Stripe (debit/credit cards)

### **How long we will keep your data**

Your consent to receive marketing and/or information materials from us via digital communications will expire four years after your last donation or communication to Hospiscare. Towards the end of four 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 you would like to hear about it. If you do not respond to this invitation, even to decline, we will move your details to a 'suppression list' so 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.

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. If you have made a donation we need to keep your data for six years, but so far as possible, we will anonymise your record for the remainder of this period. 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](http://www.ico.org.uk)