

Privacy Notice - Fundraising

Since Prospect Hospice launched in 1980, our community has been at the heart of everything we do. It's thanks to local people's generosity that we can care for patients and families free of charge. Because we value and want to help you as a supporter, we need to hold some information about you.

Prospect Hospice is a data controller registered with the Information Commissioner's Office (ICO). The hospice's data protection officer is the Information Manager and Data Protection Lead. If you want to get in touch about your data, you can call them on 01793 813355 or email dataprotection@prospect-hospice.net.

How do we use your personal information?

As you support the hospice, you will have provided us with personal data. This includes:

- Your contact details
- Information about your donations
- Information about events you've participated in
- Correspondence you have received from us
- Relationships we have linked you to through information you've given with your donations or for events.

We process this data on the legal basis that we have a legitimate interest. We do not have any statutory requirements to process your data. However, if we can't process it, we won't be able to let you know about our work and how you have helped us.

Our legitimate interest is to raise the funds we need to provide care, services and support to patients with life-limiting illnesses and their families in Swindon and north-east Wiltshire.

We will use your data to contact you from time to time with information we feel may interest you. This includes news and updates on events, activities and other ways you can get involved. We won't use your personal information for such marketing if you have indicated you don't want us to contact you.

We'll occasionally communicate with you electronically, such as by email, text message or phone, if you have consented for us to do so. You can withdraw your consent at any time.

You can change how you would like us to contact and communicate with you at any time in any of these three simple ways:

- Call 01793 816161 and ask to speak to the Data team.
- Email dataadmin@prospect-hospice.net.
- Visit www.prospect-hospice.net/howyouhearfromus.

All our fundraising activities comply with the Fundraising Code of Practice and Fundraising Regulator. To find out more about being a Prospect Hospice Supporter, please see our 'Supporter Promise' at www.prospect-hospice.net/supporterpromise. You can also ask us to email you a copy – or post one if you don't have access to a computer.

If you're a UK taxpayer and have chosen to make Gift Aid donations by signing a declaration, we're legally obliged to share your data with HMRC to claim the Gift Aid. Rest assured, we'll never share your personal

data with third-party organisations for marketing.

However, we need to outsource work when we don't have capacity to do it ourselves, such as using a mailing house for our postal campaigns. For third-party agreements like this, we only use reputable businesses that we have considered carefully. We also have full contracts with them to make sure they always process data confidentially and safely.

If you're taking part in an event or challenge, we are contractually required to process certain personal data. For example, we'll need your date of birth to ensure we're complying with health and safety rules. You can't take part if you don't provide us with this information.

We occasionally need to transfer data out of the European Economic Area (EEA). One example of this is when we use your data to email you through our 'MailChimp' account (MailChimp is an email service). To protect your data, we're confident we have the right safeguards, particularly the EU-US Privacy Shield safeguards. This is in line with data protection regulation.

Prospect Hospice and its employees have a legal duty to keep information about you confidential and secure. This includes paper and electronic records.

How long will we keep your data?

The Prospect Hospice Income Generation department will keep your data for 10 years from the last recorded communication between us and you. After this, we'll destroy it securely. This means that if you take any breaks in your fundraising activities then start supporting us again, we can pick up the history of our relationship with you.

What are your rights?

As a data subject (someone whose information we process), you have

the following rights relating to your personal information:

- You can ask us for a copy of your data at any time, free of charge (the right of subject access).
- You can ask us to correct inaccurate data and add a supplementary statement if you wish (the right to rectification). We always try to make sure your personal information is accurate and up-to-date. If your personal details change, please let us know by calling 01793 816161 and asking for the Data team. You can also email dataadmin@prospect-hospice.net or visit www.prospect-hospice.net/howyouhearfromus.
- If you believe the data we hold is inaccurate or unlawful, you can ask us to restrict it from further processing (the right to restriction).
- You can ask us to give you the information you previously provided to us in a portable digital format, such as a 'CSV' file (the right to portability).
- You can object to us processing your data or to direct marketing (the right to object).
- If you wish, we can delete the information we have about you, if we're no longer using the data for the purpose or purposes we originally collected it (the right to erasure – also known as the right to be forgotten).
- If you feel we have mishandled or misused your data in some way, you can complain to the Information Commissioner's Office.

What won't we do?

- We will not use your data to profile you or make any automated decisions about you.
- We will not process your personal data for any other purpose, unless you have specifically consented to us doing so before we use your information.

We will always let you know what we're doing with your personal data.