

**Friends of Kiwoko Hospital**  
**Privacy Policy**

**1 Introduction**

- 1.1 We are committed to protecting your privacy and will only use the information that we collect about you lawfully. This policy is intended to give you an understanding of how and why we use the information you give us.
- 1.2 Please read the following carefully to understand our practices regarding your personal data and how we will treat it. By using our website or providing us with your personal information you agree to your personal information being used and stored in the manner set out in this policy. We may update this policy from time to time without notice to you, so please check it regularly.

**2 Source of Information about you**

- 2.1 We may receive information from you in the following ways:
  - (a) You make a donation to us, or respond to our mailings and appeals;
  - (b) You attend an event such as our AGM or an updating event;
  - (c) You request and/or receive a copy of our newsletters or any other materials from us;
  - (d) You contact us with enquiries or other correspondence (including via our website) or become involved with us in another way (e.g. by indicating you would like to hear more from us, or you would like to make a donation to us).
- 2.2 If you interact with us in one of the ways listed above, we may collect and process personal information about you such as:
  - (a) Your name, address, email address, telephone number, your age;
  - (b) Information you enter onto our website or in other hard copy forms at an event;
  - (c) Records of your correspondence with us, if you have contacted us;
  - (d) Details of your visit to our website, including your IP address;
  - (e) Financial information such as your bank or card details;
  - (f) Whether you have a relationship to another supporter (e.g. husband/wife).
- 2.3 Your information may be given to us by third parties, for example fundraising sites like Just Giving. They will do so pursuant to their own policies on data protection and privacy. It is a good idea to check their privacy policy when you provide your information to them to fully understand how they will process your data and may share it with others.

**3 Use of Information**

- 3.1 We will process your personal information in accordance with this policy and our obligations under applicable data protection laws and regulations, for one or more of the following reasons:
  - (a) To administer your donation or support your fundraising, including processing Gift Aid;
  - (b) To provide you with the information such as our news letters which you have indicated you are happy to receive or which you have asked for;
  - (c) To comply with applicable laws and regulations, and requests from statutory agencies;

- (d) For our own internal administrative purposes and to keep a record of your relationship with us;
  - (e) To provide you with information about us and Kiwoko Hospital, any fundraising campaigns, the opportunity to leave a gift in a will, our events, and any other information, products, activities or services that we provide or provide access to;
  - (f) To provide essential event information where you have signed up to attend;
  - (g) To manage your communication preferences with us generally;
  - (h) To ensure that content from our website is presented in the most effective manner for you and for your computer/mobile device.
- 3.2 Where the law allows us to do so, in order to improve the quality and accuracy of the information you have provided to us, we may check the accuracy of the data we already hold about you (such as your telephone number, email address or address) against external data lists which are in the public domain (e.g. using the Royal Mail's National Change of Address database and postcode validation). We may also use third parties to check this on our behalf. We will only check the accuracy of the existing information we hold. If, for example, you have not provided us with a telephone number, we will not obtain a telephone number for you and use it to contact you. If we obtain updated details, we would combine this with the information we currently hold about you.
- 3.3 If you request to receive no further contact from us, we will keep some basic information in order to avoid sending you unwanted materials in the future, and to ensure that we do not accidentally store details for the same person multiple times. If we did not retain this information then this could result in us contacting you again as we would no longer have a record of your request not to be contacted.
- 3.4 We will keep your personal data for no longer than is necessary for the purposes for which it is processed, in accordance with our internal policies.

#### **4 Storage of Information**

- 4.1 Your information may be transferred to and stored at a destination outside the European Economic Area ("EEA"). It may also be processed by persons operating outside of the EEA. If we send your personal data outside the EEA we will take reasonable steps to ensure that the recipient implements appropriate measures to protect your information. By submitting your details you agree to this use of your data.
- 4.2 The transmission of information via the internet is not completely secure (though note that online payment transactions are securely encrypted). Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

#### **5 Third Party Access**

- 5.1 We may allow our trustees, consultants and/or external providers acting on our behalf to access and use your information for the purposes for which you have provided it to us (e.g. to deliver mailings, for research, to analyse data and to process payments) or for purposes set out in our privacy notice and this policy. We only provide them with the information they need to deliver the relevant service or it is relevant to their work, and we make sure your information is transferred securely and treated with the same level of care as if we were handling it directly.
- 5.2 We do not sell your data to third parties for the purposes of marketing. In other cases we will not share your personal data with third parties except in accordance with this policy or when we have your permission.
- 5.3 We may disclose your information to other organisations and agencies if we are under a duty to disclose or share it in order to comply with any legal obligation, or in order to

enforce or apply any agreements; or to protect the rights, property or safety of us or others. For example, we may share your information with HMRC for the purpose of administering Gift Aid.

## **6 Your rights**

- 6.1 To request details of the information we hold about you, if you have provided us with your personal information, but decide at a later date that you no longer want to receive information from us, or if you wish to update us that your contact details have changed or change your preferences, simply let us know by:
- (a) Sending us an email;
  - (b) Writing to Friends of Kiwoko c/o 2 Killaire Park Bangor BT19 1XE.
- 6.2 Instructions for unsubscribing from emails will also be included in each email communication we send.
- 6.3 Under the General Data Protection Regulation, which is expected to become law in the UK in May 2018, you are also granted a number of additional rights. These include:
- (a) The right to rectification;
  - (b) The right to erasure;
  - (c) The right to restrict processing;
  - (d) The right to data portability;
  - (e) The right to object;
  - (f) Rights in relation to automated decision making and profiling.
- 6.4 For more information on these rights please read the relevant guidance issued by the ICO: <https://ico.org.uk/for-organisations/data-protection-reform/overview-of-the-gdpr/>

**Friends of Kiwoko Hospital**

**May 2018**