



Bedford Hospital Charity & Friends

Privacy Notice

Your privacy is important to Bedford Hospital Charity & Friends. This notice provides information about personal information that BHC&F collects about you whether online, via phone, mobile, email, letter or other correspondence and your rights. It refers to information collected from our supporters which includes our donors, fundraisers and every individual who supports the charitable aims of the organisation. By providing us with your personal information you will be agreeing to your information being used in the ways described in this notice.

Personal Information is information that can be used to identify you.

BHC&F may request from you and/or process the following Personal Information:

- Name
- Postal address
- Telephone number
- Mobile number
- Email address
- Bank account details
- Whether you are a UK tax payer
- Images captured during events.

BHC&F may collect **Personal Information** about you when you ask about our activities, make a donation, register for an event, engage with our social media, order products and services (such as newsletters), or otherwise give us personal information.

We do not usually collect special categories of personal information (e.g.health issues) about you unless there is a clear reason for doing so, such as participation in an event where we need this information to ensure we provide appropriate facilities for you. We will ensure that special category personal information is only retained for the length of time required to fulfil the service required.

When you are using our secure online donation pages, your donation is processed by NowDonate (www.nowdonate.com) or People's Fundraising (www.peoplesfundraising.com) third party payment processors which specialise in the secure online capture and processing of credit/debit card transactions. When you order tickets for an event online, the request is currently processed by Golden Giving (www.goldengiving.com) which likewise specialises in secure processing. When you donate by text messaging, the payment is processed by Donr.

How we use information

BHC&F will only process Personal Information to:

- handle any donation we receive from you
- contact you for administration purposes about an event you have registered for or about a donation you have made
- provide you with any specific information you have requested

- send you regular communications about our activities. This could include asking your help to raise or donate money for our charitable purposes or sponsor an event.
- administer the 50/50 Club fundraising activity.

The Legal Basis for this processing is that you have given your consent by completing a form to opt-in to communications. You may change your preferences or opt-out at any time.

BHC&F will not sell or exchange your data with any third parties.

BHC&F will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information. Electronic data and databases are stored on computer systems and we will take reasonable technical precautions to control who has access to your information to prevent unauthorised access or disclosure. Hard copy information will be disposed of by shredding and electronic information will be deleted.

Retention of Personal Information

Personal information will be retained for a period of 2 years from the time of last contact with BHC&F unless you have asked for your details to be deleted. However if there is a legal requirement for us to retain your data we will do so for that purpose e.g. we may need to retain your contact details if we are reclaiming gift aid for a donation that you have made.

Your rights in relation to your Personal Information.

- The right to be informed -covered by this Privacy Notice.
- The right to access. You have the right to ask for information about or copies of the information we hold and the way it is used.
- The right to rectification - you may update or amend the information we hold about you if it is incorrect.
- The right to erasure - request the deletion or removal of personal information where there is no compelling reason for its continued processing.
- The right to restrict processing - you can request that we stop any processing if the information we are processing is incorrect.
- The right to lodge a complaint with the Information Commissioner's Office (<http://ico.org.uk>)

Contact

We will only contact you if you have given us your permission to do so unless it is required or authorised by law. We will only use the means of communication you have asked us to use.

Links to other sites

Our website contains a hyperlink to our Facebook page. We are not responsible for the content or functionality of external websites.

Changes to this Privacy Notice

We may amend this Privacy Notice from time to time to ensure that it remains up-to-date and accurately reflects how and why we use your personal data. The current version of our Privacy Notice will always be posted on our website.

The BHC&F Data Protection Officer can be contacted via

-email: enquiries@bedfordhospitalcharity.org.uk

-phone: 01234 404248

-post: Data Protection Officer
Bedford Hospital Charity & Friends
PO Box 342
Bedford MK40 3XS

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