

Privacy statement

Yeovil Hospital Charity (registered charity number 1057580, registered with the Charity Commission as Yeovil District Hospital NHS Foundation Trust Charitable Fund) is committed to ensuring that your privacy is protected. This statement sets out how and why we collect and use your personal information, and how we protect it. If we ask you to provide certain information by which you can be identified, it will only be used in accordance with this privacy statement and with the Data Protection Regulations and Legislation. We may update this statement from time to time. For more information, please visit the [Information Commissioner's Office](#).

What information do we collect about you

We may collect the following information:

- Full name and title
- Gender
- Contact information including address and post code. This can also include place of work
- Phone numbers and email addresses
- Bank account details (if donating by bank card/bank transfer/standing order)
- Date of birth
- Other information you have provided to us which is relevant to your support for the charity.

If you are taking part in an event or volunteering for us we will collect:

- information relating to your health
- Emergency next of kin details.

If you sponsor a person using an online giving platform such as Just Giving or Virgin Money Giving and you indicate that you would like to hear from us, then they may pass on your contact details to us so that we can tell you more about our Charity. You should read the Privacy Statements of sites such as Just Giving, before you give them your information.

How we use your information

We require this information for the following reasons:

- Internal record keeping
- thanking you for your donations, volunteering, or other support
- responding to you if you have made an enquiry

- keeping you up to date with what is happening at Yeovil Hospital Charity via our newsletter, either by post or email. We will always let you know how you can opt out of receiving this
- sending letters or emails about fundraising events which we think may interest you using the contact details you have provided
- asking you to support a particular fundraising initiative. We will always let you know how to opt out
- we will always give you an opportunity to opt out of hearing from us.

Who we work with

We work with other companies to provide services on our behalf, including sending postal mail and emails, checking our supporter's personal information is accurate and up to date, and processing payments. We will only provide these companies with the information they need to deliver the service. We do comprehensive checks on these companies before we work with them, and we put a contract in place that sets out our expectations and requirements.

We may share your name, and details of your donation, with Somerset NHS Foundation Trust in order to ensure your donations are used according to your wishes. This will be limited to relevant members of staff only. You can let us know if you would prefer for your details to remain anonymous and we will always respect your wishes. Please contact us to discuss.

Legal basis for processing

We process your data to meet our charitable objectives. Some processing of data may be carried out to perform a contract with you, or it is required by law, such as the completion of due diligence, or obligations for processing Gift Aid on your donations.

We will only use your email or telephone information to contact you for fundraising or promotional purposes if you have provided your consent. We may rely on legitimate interest to contact you by post but we will always carry out an assessment beforehand to ensure that the way we use your data is fair and does not exceed what you would reasonably expect to receive from us.

You will always be given the opportunity to opt out of communication by any channel at any time, and we will always make it clear to you how to do this.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Links to other websites

Our website may contain links to other websites of interest, including to our social media pages. However, once you have used these links to leave our site, you should note that we do not have any control over that external website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide to them is not governed by this privacy statement. We advise that you look at the privacy statement applicable to the website in question.

Your rights

Under UK Data Protection Legislation you have the following rights:

- The right to be informed: to be told about why we collect your information, what it is used for and who we share it with
- The right of access to your information normally within 30 days and free of charge
- The right to rectification to ensure if your information is wrong to make sure we correct it
- The right to erasure: to have your information deleted or forgotten in certain circumstances
- The right to restrict processing: to ask for your information not to be shared
- The right to data portability: for us to give you a copy of your information in a permeant format for example, on a disk, electronic file or paper
- The right to object: to your information being held, used, shared, or stored in certain situations
- Rights in relation to automated decision making and profiling: to be told if we use a computer program to make decisions about you.

You can also control the means by which we contact you, e.g. telephone, post, email. You can change your contact preferences at any time by contacting us using the details below:

Yeovil Hospital Charity
Higher Kingston
Yeovil
BA21 4AT

Tel: 01935 383020

Email: Yeovilhospitalcharity@somersetft.nhs.uk

If you request that we do not contact you again for marketing purposes, we will respect your wishes. It may take up to 28 days for us to update our records and for you to stop receiving communications from us. After this time, we may still send you administrative communications, for example in relation to payments you have made or events you have signed up to take part in.

If you ask not to receive any fundraising communications from us, please be aware that your personal information may still be retained and marked to prevent you from receiving any communications and to allow us to have our work independently audited. You have a right to ask us to remove your personal information, and if it's not necessary for the purpose you provided it to us for, we will do so. In doing so, we will be unable to guarantee that you will not receive communications in the future, because we will have deleted your data and will therefore have no record of past requests from you.

If you want to guarantee that you will not receive communications from us, it is in your best interest for your data to be retained on our system so that your contact preference is recorded and adhered to.

How to access the information we hold about you

If you would like a copy of the information held on you please request this in writing to the address above.

Correcting information held about you

If you believe that any of the information we are holding on you is incorrect or incomplete, please contact us as soon as possible, so that we can correct the information.

We appreciate your support and aim to ensure that your privacy is treated with respect at all times, in compliance with the EU Data Protection Regulations and UK Legislation.