



Privacy Notice Donors and Supporters

Wigan & Leigh Hospice promises to respect and keep safe any personal information you share with us. We will be clear about how we use your personal data and will not do anything you wouldn't reasonably expect from us.

For the purposes of the Data Protection Act 2018, the data controller is Wigan & Leigh Hospice, Kildare Street, Hindley,

What information will we collect?

If you support us, for example make a donation, volunteer, register to fundraise, sign up for an event or offer to donate something our shop, we will usually collect:

- Your name
- Your contact details
- Your bank or credit card details (if applicable)
- Details of the donation you have made to us
- Details of your intention to leave a gift to Wigan & Leigh Hospice in your will (if applicable)

Why do we collect your information?

We collect your data in order to allow us to process your donation, carry out any due diligence required in relation to your donation and keep in touch with you, if you tell us you are happy for us to do so. We will use your data to:

- Provide you with the information you asked for
- Administer your donation or support your fundraising, including processing Gift Aid
- Keep a record of your relationship with us
- Ensure we know how you prefer to be contacted

The legal basis we have for processing your personal data are:

- **Legitimate interest**, as we will only use this information in a way you would reasonably expect, as a supporter of the charity.
- **Consent**, if you have actively opted in to receive our e-newsletter

How is your personal information collected?

We collect information:

- When you pass it to us directly by making a donation, filling in a Gift Aid declaration or signing up for our e-newsletter.

- When you pass it to us indirectly by signing up to support us via a website such as Just Giving or Enthuse. These independent third parties will only do so when you have indicated that you wish to support Wigan & Leigh Hospice and with your consent. You should check their Privacy Policy when you provide your information to understand fully how they will process your data.

What information do you collect via your website?

Like most websites, we use “cookies” to help us make our site better and easier for you to use. Cookies mean a website will remember you. They’re small text files that sites transfer to your computer (or phone or tablet). Some of these are necessary to make sure our site works, but others are optional and help us to understand how you’re using the site.

Our website uses cookies for the following purposes:

Necessary – These cookies are needed for the website to work properly. You can turn these off by updating the settings in your browser but this may affect how the website works

Optional – These cookies help us to better understand how our site is performing. We use analytics to build a clear picture of how people are using the website, how long they browse for and which pages they visit. This helps us to understand how people are using our website and identify ways we may be able to improve it.

They are also used for targeting and advertising. This does not store any personal information about you but will recognise you as a unique user to allow targeted advertising on third party platforms such as Facebook and Google.

You can choose to disable optional cookies using the manage my cookies button when you access our website.

We do not use cookies for any other purposes and we do not use them to collect personal data of any kind. The only personal data we do collect via our website is from the online forms you may choose to complete.

How will you contact me?

With your consent, we will contact you by either post or email to let you know about the progress we are making and to ask for donations, carry out surveys or other support. Our forms have clear marketing preference questions and we include information on how to opt out when we send you marketing.

If you don’t want to hear from us, just let us know. If you change your mind at any time, just contact us on 01942 524 203 or fundraising@wlh.org.uk.

Data sharing

We do not sell or share personal details to third parties for the purposes of marketing. We will only share it with third parties who are providing a service for Wigan & Leigh Hospice and only for the purpose of delivering this service.

Why might you share my personal information with third parties?

We will only share your personal information with third parties where required by law, where it is necessary to administer the working relationship with you or where we have another legitimate interest in doing so.

Any third-party contractors must be able to demonstrate their own compliance to data protection legislation and are only able to process your data for a specific purpose, according to our instructions. We do not permit any third parties to process personal data for their own reasons.

Which third-party service providers process my personal information?

The following third-party service providers process personal information about you for the following purposes:

- **Anchor Press** – Use your name and address information to print the letters we send to you as part of our fundraising campaigns.
- **OnePost** – Check address details against national databases to check for changes in circumstances that may mean the addresses are no longer valid.
- **Access** – Process direct debit payments on our behalf for donors who play our lottery or give a regular gift to Wigan & Leigh Hospice.
- **Sagepay** – Process one off gifts to Wigan & Leigh Hospice given through our website.
- **HMRC** – If you tell us you would like us to claim Gift Aid on your donation, we will provide information to HMRC in order to make the Gift Aid claim.
- **Charity Digital** – E-newsletter provider. Store details of all donors who opt in to receive our e-newsletter.
- **Azzuri** – suppliers of our till system, processing payments made in our charity shops and Gift Aid on donated goods.
- **Donorflex** – Our customer relationship management system. This is the system we use to store donor and supporter data, keep a record of your donations to us, and your contact preferences.
- **GWD** – provide our tap to donate system and process any gifts given using our tap to donate portal.

How do you keep my personal data secure?

We have put in place robust measures to protect the security of your information. All personal information is stored on secure IT systems or in locked filing cabinets.

Access to this personal information is limited to those employees or who have a business need to know. Contractors or third parties will only process your personal information on our instructions and they are subject to a duty of confidentiality.

Appropriate security measures are in place to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

How long do we keep hold of your information?

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. For example, we will only keep credit card information for as long as it takes to process your payment – after which point it will be destroyed.

Details of retention periods for different aspects of your personal information are available in our data protection policy which is available by contacting info@wlh.org.uk.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

Your rights in connection with personal information

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.

- **Request the transfer** of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact us on 01942 524 203 or fundraising@wlh.org.uk or send a description of the information you want to see and proof of your identity by post to Wigan & Leigh Hospice, Kildare Street, Hindley, Wigan WN2 3HZ.

No fee usually required

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Keeping our records up to date

Where possible we use publicly available sources to keep your records up to date; for example, the Post Office's National Change of Address database and information provided to us by other organisations as described above.

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your working relationship with us.

If you have any questions please send these to the Information Governance Lead info@wlh.org.uk and for further information see the Information Commissioner's guidance www.ico.org.uk.

We may change this Privacy Notice from time to time. If we make any significant changes in the way we treat your personal information we will make this clear on our website or by contacting you directly.

If you have any questions, comments or suggestions, please let us know by contacting us Wigan & Leigh Hospice, Kildare Street, Hindley, Wigan WN2 3HZ info@wlh.org.uk