

## Privacy Statement

York & Scarborough Hospitals Charity is committed to ensuring that your privacy is protected. This policy sets out how and why York & Scarborough Hospitals Charity collects and uses 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, in line with GDPR and current data protection legislation.

York & Scarborough Hospitals Charity may change this policy from time to time. You should check our website [www.yshospitalscharity.org](http://www.yshospitalscharity.org) to ensure that you are happy with the changes.

If you have any questions relating to how we process your data of this statement, please contact us at [charity.fundraising@york.nhs.uk](mailto:charity.fundraising@york.nhs.uk).

This statement is effective from September 2021.

### Who we are

The charitable funds of York and Scarborough Teaching Hospitals NHS Foundation Trust are registered under a single umbrella charity, York & Scarborough Hospitals Charity. The charity was registered with the Charity Commission under number 1054527 on 11 April 1996 and has responsibility, not only for the management and distribution of charitable funds, but the receiving of new charitable monies.

York & Scarborough Hospitals Charity is governed under Charities Commission guidance as a Corporate Trustee NHS Charity. The trustee is York and Scarborough Teaching Hospitals NHS Foundation Trust.

### When we collect your data

We may collect your data in one or more of the following ways:

- When you make a donation to York & Scarborough Hospitals Charity, either in person, by post or online.
- When you choose to fundraise in aid of York & Scarborough Hospitals Charity and inform a member of our team by telephone, email or in person.
- When you complete our Fundraising Registration form either online or by hand.
- When you sponsor someone who is raising money in aid of York & Scarborough Hospitals Charity on a sponsor form or online giving platform.

- When you express interest in or sign up to take part in one of our events.
- When you express interest in the work of York & Scarborough Hospitals Charity to a member of our team by telephone, email or in person.
- When you express interest in volunteering for York & Scarborough Hospitals Charity to a member of our team by telephone, email or in person.
- When you enter a prize draw.

### What we collect

We may collect the following information:

- Full name and title
- Gender
- Contact information including address and post code. This could be for both home and your place of work.
- Phone numbers and email addresses.
- Date of birth (if you are under 18 or taking part in a challenge event).
- Debit or credit card details (if you chose to make a donation over the phone or complete these details on a donation envelope).
- Information relating to your health (if you are taking part in an event or volunteering for us).
- Emergency next of kin details (if you are you are taking part in an event or volunteering for us).
- Your reason for choosing to support York & Scarborough Hospitals Charity, including any details you have chosen to tell us about you, your friends or family who may have received healthcare from us.

### Trusted third party organisations

We use trusted third party organisations to process payments on our behalf. This may be via credit or debit card or other means of electronic payment. When you make a payment in these ways, your data is collected subject to the privacy notices of the third party in questions which you should check before giving your details and you can chose whether your details are subsequently shared with York & Scarborough Hospitals Charity.

- Enthuse ([YTHC.enthuse.com/donate](https://YTHC.enthuse.com/donate)) – for payments via our website and online
- Charities Aid Foundation (CAF, [www.cafonline.org.uk](https://www.cafonline.org.uk)) – for payments over the telephone
- Stripe ([www.visufund.com](https://www.visufund.com)) – for our Visufund pages
- JustGiving ([www.justgiving.com](https://www.justgiving.com)) – for payments to pages set up for individuals receiving sponsorship and donations

## **What we do with the information we collect**

We require this information for the following reasons:

- To thank you for your donations, volunteering, or other support
- To respond to you if you have made an enquiry
- If you choose to hear from us by post we may use the information to keep you up to date with what is happening at York & Scarborough Hospitals Charity via our regular newsletter, or with information that we think may be of interest to you.
- If you choose to hear from us by email we may use the information to keep you up to date with what is happening at York & Scarborough Hospitals Charity via our regular e-newsletter, or from time to time with additional information that we think may be of interest to you.
- We may share your name, and details of your donation or fundraising event with York and Scarborough Teaching Hospitals NHS Foundation Trust in order to ensure your donations are used according to your wishes. You can let us know if you would prefer for your details to remain anonymous and we will always respect your wishes.
- Internal record keeping providing an audit trail of donations received.
- We may use this information to improve our products and services.

## **Where do we store your information?**

We store your information digitally on York and Scarborough Teaching Hospitals NHS Foundation Trust servers located in the United Kingdom along with hard copies of donation receipts in our Fundraising or Finance offices.

From time to time we may use 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 credit card payments. We will only provide these companies with the information they need to deliver the service. By submitting your personal data, you agree that we may share your information with these third parties in accordance with this Privacy Notice, some of which may store data outside the EU, although we will only do so in accordance with applicable law.

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.

## **Legal Basis for processing**

We process your data as described in this Privacy Statement because we have a legitimate need to do so 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 marketing purposes if we have your explicit consent to do so. In some cases, we may not yet have received consent from you to contact you by post, but feel that you may be interested in our communications (for example, if you have signed up for a fundraising event or donated to a specific appeal). We may exercise our legitimate interest to contact you by post in these circumstances, 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 or e-newsletter may contain links to other websites of interest. 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 whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

### **Your rights**

You have a right to restrict our collection or use of your personal information. When you are asked to fill in a form on our website, you will always be able to choose the means by which we contact you, e.g. telephone, post, email. You can change your contact preferences at any time.

If you have previously given us your permission to contact you and have now changed your mind, you can let us know by emailing [charity.fundraising@york.nhs.uk](mailto:charity.fundraising@york.nhs.uk), calling 01904 724521, or writing to York & Scarborough Hospitals Charity, York Hospital, Wigginton Road, York, YO31 8HE.

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 from our records completely, and if there is no legal requirement for us to retain it, we will do so. We are required to keep certain information for tax or accounting purposes for up to 6 years after a particular financial transaction. If you chose to be completely removed from our records 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.

We do not have any access to your medical records. We will not sell or lease your personal information to third parties. We will not share your information with a third party for their own purposes unless required by law to do so. You may request details of personal information which we hold about you under the Data Protection Act 1998. If you would like a copy of the information held on you please request this in writing to the address above. 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 GDPR.