

Privacy Policy for Fundraisers / Donors

This Privacy Notice tells you how we will use and store the information you give us when you fundraise or donate to The Hamlet.

We are committed to protecting your personal information. We want our fundraising and your interactions with us to be safe and enjoyable. This Privacy Policy relates to our use of any personal information we collect from you via our donation platforms, websites, social media platforms and events. It also relates to our use of any personal information you provide to us by phone, SMS, email, in letters or in person. This policy does not apply to information shared with us in your role as a volunteer, member of staff or service user.

If you are aged 16 or under, please get your parent/guardian's permission before you provide any personal information to us.

What information do we collect?

- Your name, address, email and phone contact details
- Information on donations
- Information on fundraising activities you are involved in
- We may collect information on your age, your gender and your occupation

(please also view our privacy information on our website)

How do we use your information?

- To thank you for your donation
- To invite you to our thank you events as they occur
- To send you our newsletters (unless you've told us you don't want to hear from us)
- To send you our fundraising packs or other information you have asked for
- To support you with your fundraising activities
- To process your donation(s) including to claim Gift Aid (where applicable)
- To tell your story
- To reply to any questions, suggestions, issues or complaints you have contacted us about
- To allow us to better understand our fundraiser base
- To help us maintain administrative and statutory records so we can claim Gift Aid.

Sharing your information

The Hamlet Centre Trust is a charity and a company limited by guarantee, registered in England and Wales. Company No: 2518973 Charity No:1000653 Registered Office: 221 St Leonards Road, Norwich NR1 4JN. Data Controller: The Hamlet Centre Trust – working name The Hamlet Charity. Information Commissioner's Office registration number Z7952725



- We will never sell your personal information or share your personal information with other parties for their own marketing purposes.
- We may share your information with printers to produce promotional publicity if you have consented to us using your information in this way.
- We may share your information with the public through your stories on our website, social media platforms and in our publications if you have given permission for us to do so.
- We would never disclose full names, addresses or contact details to the public.
- We will share relevant information with event organisers when you participate in a Hamlet Charity event.
- We record your donation(s) / monies raised on our financial data base (SAGE).

What is the legal basis for processing your data?

We have to consider the basis on which we process your information and use it for the reasons stated above. We have considered the **'legitimate interest'** reason for processing the data of fundraisers and donors. To do this we had to look carefully and establish that:

When we would use Legitimate Interest:

- there is a legitimate reason why we process your data
 - the processing is necessary for us to be effective in what we do
 - our interests (what we do) don't override your interests, rights and freedoms.
- We have decided that we can use legitimate interest to process your data unless we need your explicit consent to use your story for our publicity materials.

When we would use Consent:

- We will also talk to you about using your story in our publicity materials and seek your consent should we want to do this on an individual basis

Transferring your information outside of the UK

We will not share your information outside of the UK, but our website server may be based in the EU where the GDPR is law and conforms to the same regulations as the United Kingdom.

How does The Hamlet protect data?

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The Hamlet takes the security of your data seriously. The Hamlet has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties or with third parties at reviews, in reports to case conferences and under Working Together principles with other professionals, in order to ensure the correct care and support is given. Our policies are available on The Hamlet website or by request to your service manager at Ella Road or Johnson Place.

Where The Hamlet uses third parties to store personal data on its behalf we have ensured as far as we are able that they are compliant in the GDPR with the appropriate technical and organisational measures to ensure the security of data.

For how long does The Hamlet keep data?

The Hamlet will hold your personal data for the duration of your involvement and for any statutory requirement period after this as described in our retention of records procedure

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require The Hamlet to change incorrect or incomplete data;
- require The Hamlet to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing.

If you would like to exercise any of these rights, please contact admin@thehamletcharity.org.uk or phone 01603 765405 and ask to speak to our Central Services Manager.

If you believe that The Hamlet has not complied with a data protection request or if you believe that we have held or processed your data wrongfully or unlawfully, you can complain to the Information Commissioner.

This privacy notice may be updated or amended at any time. The most current copy will be held at The Hamlet Charity, 221 St Leonards Road, Norwich NR1 4JN

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