


Services covered by this policy:	General Pre-school Children's Service	The Hamlet at Home Adult Services
Post holder(s) responsible for this policy:	CEO	
Date approved:	October 2023	
Approved by:	Ellie Coulson	
Signed:		
To be reviewed:	October 2025	

A. Policy statement

Our belief is that everyone at The Hamlet should be happy and safe, is unique and valued, can explore choice and opportunities, is encouraged to unlock their potential, can communicate in their own way and is part of the wider community.

B. Purpose of this policy and why we have it

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

The Hamlet is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

C. Scope of this policy

- The Hamlet Users
- Parents/carers/home support staff of Hamlet Users
- The Hamlet staff
- The Hamlet Volunteers
- Educational or work placements e.g., Occupational Therapy or Nursing
- Visitors

D. Policy

What information does The Hamlet collect?

The Hamlet collects and processes a range of information about fundraisers and donors. This includes:

- 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
- Images (photography or videos)

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

The Hamlet may collect this information in a variety of ways. For example, data might be collected through 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. There are separate privacy policies relating to the information you share with us for those roles and can be found on our website:

www.thehamletcharity.org.uk

How The Hamlet will use your data

The Hamlet may use your data for the following purposes:

- 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.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- We have a legitimate interest.

Name of policy:	Privacy Notice (Fundraisers)
Date approved:	October 2023

- Your consent (for mailing lists and personal stories only). You are able to remove your consent at any time. You can do this by contacting us via email, phone or in writing:

Email: admin@thehamletcharity.org.uk

Phone: 01603 215193 and ask to speak to the HR Administrator.

Address: HR Administrator, The Hamlet, Johnson Place, Norwich, NR2 1SJ

Storage and sharing of your data

- We record your donation(s) / monies raised on our financial data base (SAGE).
- Our fundraising and donor mailing list is kept in a separate secure and regularly maintained location within our IT system.
- 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.
- The Hamlet will not transfer donor and fundraiser data to countries outside the European Economic Area.

Please note that any data you provide to third party fundraising sites will be subject to their own privacy notice conditions.

How does The Hamlet protect your data?

The Hamlet takes the security of data seriously. The Hamlet has internal policies and controls in place to try to ensure that data is not lost, accidentally destroyed, misused, or disclosed, and is not accessed except by its employees in the performance of their duties.

Where The Hamlet engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

Name of policy:	Privacy Notice (Fundraisers)
Date approved:	October 2023

How long does The Hamlet keep fundraiser and donor data for?

The Hamlet will hold fundraiser and donor personal data for the duration of any fundraising event. The duration of a fundraising event may include, but is not limited to, any publicity before and after the activity, collection of donations, and for related 'thank you' events.

Additional periods for which data is held after the end of fundraising activities are set out in our Data Retention Policy.

Mailing lists

Fundraisers and donors who have consented to be on a mailing list from us will be sent the Privacy Policy: Mailing Lists separately. Mailing list data will be kept for up to 2 years before we contact you to renew your consent. Please see the policy for further information, viewable on our website: www.thehamletcharity.org.uk

Your rights

As a data subject, fundraisers and donors have a number of rights. They can:

- Access and obtain a copy of their data on request.
- Require The Hamlet to change incorrect or incomplete data.
- Require The Hamlet to delete or stop processing their data, for example where the data is no longer necessary for the purposes of processing; and
- Object to the processing of their data where The Hamlet is relying on its legitimate interests as the legal ground for processing.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

If you wish to make a request, please contact us at:

Email: admin@thehamletcharity.org.uk

Phone: 01603 215193 and ask to speak to the HR Administrator.

Address: HR Administrator, The Hamlet, Johnson Place, Norwich, NR2 1SJ

E. Procedures and monitoring

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at:

Name of policy:	Privacy Notice (Fundraisers)
Date approved:	October 2023

Email: admin@thehamletcharity.org.uk

Phone: 01603 215193 and ask to speak to the HR Administrator.

Address: HR Administrator, The Hamlet, Johnson Place, Norwich, NR2 1SJ

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

F. Regulations (Health and Social Care Act) and other legal references

UK GDPR [The UK GDPR | ICO](#)

This policy should be read in conjunction with any other relevant Hamlet policies and accompanying procedures.

Name of policy:	Privacy Notice (Fundraisers)
Date approved:	October 2023