

## Privacy Notice for Northern Devon Healthcare NHS Trust Charitable Funds

This page tells you how Over and Above © 2017 (registered charity No. 1051463) uses and manages the personal data or information we hold about you and how we are committed to ensuring that your privacy is protected.

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 current Data Protection Laws.

### What is personal information?

Personal information identifies a living individual. Therefore your personal information is anything that can be attributed to you personally. So long as you can be identified from it.

Organisations that use personal information must do so in line with the provisions of the Data Protection Act 2018. The Act applies to personal information held in both electronic and paper records.

Examples of the personal information that we may hold about you are:

- 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 debit or credit card/setting up a direct debit for regular donations)
- Date of birth
- We may collect information relating to your health (for example if you are taking part in an event or volunteering for us)
- Emergency next of kin details (if you are volunteering for us)

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 check the Privacy Statements of sites such as Just Giving, before you give them your information.

### Why we collect information about you?

We may use personal information for the following reasons:

- Internal record keeping.
- To thank you for your donations, volunteering, or other support.
- To respond to you if you have made an enquiry.
- We may use the information to keep you up to date with what is happening at the Over and Above Charity via our Pulse newsletter, but we will always let you know how you can opt out of receiving this.
- We may periodically send letters or emails about fundraising events which we think may interest you using the contact details you have provided.
- We may let you know about our Prize Draw(s), but we will always let you know how to opt out of receiving raffle tickets.
- We may share your name, and details of your donation, with Northern Devon Healthcare NHS Trust in order to ensure your donations are used according to your wishes. This will be limited to executive 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.
- If you start filling in a form on our website but don't complete it, we may contact you to find out if there is a problem with our website, and to ask if we can be of any help.

### **Data Protection Act 2018 and legal basis for processing**

All the personal information that we collect and use is handled in accordance with the Data Protection Act principles. These state that personal data processing must be:

1. lawful and fair
2. specified, explicit and legitimate
3. adequate, relevant and not excessive
4. accurate and kept up to date
5. kept for no longer than is necessary
6. held securely

We process your data as described in this Privacy Statement because we have a legitimate interest 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 recently supported us in some way, perhaps by donating or signing up for a fundraising event). 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.

### **Who do we share personal information with and why?**

We may share your name, and details of your donation, with staff at Northern Devon Healthcare NHS 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.

### **How do we keep your personal information safe and secure?**

Our staff are trained to handle your information correctly and protect your privacy and keep your information secure. We aim to maintain high standards and regularly check and report on how we are doing. Where we fall below acceptable standards we investigate and report serious incidents to the Information Commissioner's Office (ICO). 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.

### **How long do we keep your records?**

We do not keep your records for longer than necessary. All our records are destroyed in accordance with the [NHS Retention Schedules](#), which sets out the appropriate length of time different types of records are retained. All records are destroyed confidentially once their retention period has been met and the Trust has made the decision that the records are no longer required.

### **What are your information rights?**

You have a number of rights under the Data Protection Act:

1. To be informed why, where and how we use your information
2. To ask for access to your information
3. To ask for your information to be corrected if it is inaccurate or incomplete
4. To ask us to restrict the use of your information in certain circumstances
5. In limited circumstances to ask us to copy or transfer your information from one IT system to another
6. To object to how your information is used
7. To challenge decisions made without human intervention (automated decision making)

## How do I obtain a copy of my personal information?

Please contact:

Over and Above Charity  
Northern Devon Healthcare NHS Trust  
North Devon District Hospital  
Raleigh Park  
Barnstaple  
Devon  
EX31 4JB

to request a copy the charity data we hold about you.

## Contact for data protection questions or concerns

If you have any questions or concerns about how we manage your information then please contact the Data Protection Officer for our Trust:

Data Protection Officer  
North Devon District Hospital  
Munro House  
Raleigh Park  
Barnstaple  
EX31 4JB  
Tel: 01271 341477  
Email: [ndht.dpo@nhs.net](mailto:ndht.dpo@nhs.net)

The Information Commissioner's Office (ICO) is the body that regulates Data Protection <https://ico.org.uk/> . If you are not satisfied with our DPO response or believe we are not processing your personal data in accordance with the law you can complain to the ICO at:

Information Commissioner's Office (ICO)  
Information Commissioner's Office  
Wycliffe House Water Lane  
Wilmslow  
SK9 5AF

Tel: 03031231113

Web: <https://ico.org.uk/concerns/>