



## Queenscourt Hospice Privacy & Cookies Policy

At Queenscourt Hospice we are committed to protecting your privacy. When you interact with us online, we sometimes receive personal information about you.

Please read this policy carefully to understand how we collect, use and store your personal data. If you have any queries about our privacy policy, please contact us using our Contact Us page.

### What this policy takes into account

Our privacy policy takes into account several legal instruments, including:

- the Data Protection Act 1998
- the Privacy and Electronic Communications (EC Directive) Regulations 2003 as amended by The Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011
- Directive 2009/136/EC of 25 November 2009 (“The European Union Cookie Directive”)

### How we collect information about you

We may collect and store information about you whenever you interact with us. For example, when you make a donation, register for an event or submit an enquiry, or if register for our services, or apply for a job or volunteering opportunity, or otherwise give us any other personal information.

We may also receive information about you from third parties for a specific purpose– but only if you’ve given them permission to share your information.

Queenscourt Hospice may, from time to time, engage in re-marketing, which means third-party vendors, including Google, may display Queenscourt Hospice adverts on the internet, based on your prior interaction with the Queenscourt Hospice website. To find out more about how Google uses any data it collects please visit [http://www.google.com/privacy\\_ads.html](http://www.google.com/privacy_ads.html)

To find out more about cookies please visit: [https://en.wikipedia.org/wiki/HTTP\\_cookie](https://en.wikipedia.org/wiki/HTTP_cookie)

### What information we collect

When you interact with us, we may ask you to give us your name, address, email address, telephone number if this is needed, or your, bank account details, if for example you are setting up a regular payment by direct debit. Your date of birth and relevant medical information, will only be collected if appropriate, for example to register for a challenge event.

We may collect some, or all, of this information when you visit our website, depending on how you use it. We also monitor how people use our website so we can improve it. However, you can use our website without giving us any personal information and we won't know who you are. If you visit our site anonymously, we may however still record information about:

the areas of the website you visit  
the amount of time you spend on the site  
whether you are new to the site, or have visited it before  
how you came to our website – for example, through an email link or a search engine  
the type of computer, browser, network location and internet connection you use.

## How we use your information

Queenscourt Hospice, or our third party partners, will collect data from you to process your donation, personalise your supporter experience or provide you with the goods or services you have requested, and comply with our administrative duties, financial regulations and the law.

Personal details collected this way will only be used to provide you with information you would reasonably expect or have agreed to. This may include using your data, in combination with public data sources, to analyse, research and profile the data we hold, so that our communications with you and others are appropriate and cost effective.

We promise to make all reasonable efforts to keep your details secure and will only share them with suppliers or professional agents working on our behalf, for example professional fundraising organisations or mailing houses who are sending out our marketing materials on our behalf. Except if required by law, we will never share your details with other organisations to use for their own purposes.

## Your consent

By giving us your personal information, including sensitive personal data like information about your health, you consent to us collecting and using that information in the ways that we describe in this privacy policy and/or that you have specifically consented to.

You also consent to us transferring your information to countries or jurisdictions which may not provide the same level of data protection as the UK, if necessary for any of the above purposes. If we do transfer your information in this way, we will comply with our legal obligations as a data controller under the Data Protection Act 1998 and, if we need to, put in place a contract with the companies we use to process information to ensure your details are properly protected.

## Marketing Consent

We will only send you marketing information by e-mail, SMS, or phone if you have given us specific consent. If you withdraw your consent and then subsequently opt in, then your most recent preference may supersede.

If you have responded to a letter of appeal, you may also receive fundraising mail, which you can opt out of at any time.

You can opt out of us using your personal details for marketing at any time either by calling us on 01704 517420, or by e-mail to [fundraising@queenscourt.org.uk](mailto:fundraising@queenscourt.org.uk)

## **How we protect your personal information**

We take appropriate physical, electronic and managerial measures to ensure that we keep your information secure, accurate and up to date, and that we only keep it as long as is reasonable and necessary.

Although we use appropriate security measures once we have received your personal information, the transmission of information over the internet is never completely secure. We do our best to protect personal information, but we cannot guarantee the security of information transmitted to our website, so any transmission is at the user's own risk. However, any credit/debit card details we receive on our website are entered and stored securely by a secure payment processing partner, according to the Payment Card Industry Security Standards.

## **Your credit card information**

If you use your credit/debit card to donate to us, buy something or make a booking online, we pass your credit/debit card details securely to our payment processing partner, as part of the payment process. We do this in accordance with the Payment Card Industry Security Standard, and do not store the details on our website.

## **How to find out what personal information we hold about you**

You can request details of the personal information we hold about you under the Data Protection Act 1998. We may ask you for an administrative fee.

If you would like a copy of the information we hold on you, in the first instance please write to:

Information Governance Officer  
Queenscourt Hospice  
Town Lane  
Southport  
PR8 6RE

Or call us on 01704 517925

## **How to change the personal information we hold about you**

If you want to update the information we hold for you, or you think any information we have about you is incorrect or incomplete, please get in touch as soon as possible.

You can write to us at:

Information Governance Officer  
Queenscourt Hospice  
Town Lane  
Southport  
PR8 6RE

Or call us on 01704 517925

**Our privacy policy may change from time to time, so please check this page occasionally to see if we have included any updates or changes, and that you are happy with them.**