

Keeping In Touch

A guide to keeping in touch
and how we use your data



Reg Charity No. 700636

What do we use your data for?

We use your data to process any donations we receive from you. We also use your data to keep a record of your fundraising and donation and the way we communicate with you. We sometimes use your data to let you know about events and appeals. You can let us know at any time if you do not want to receive this information. We also use your data to make Gift Aid claims on your donations, but only if you have explicitly told us we can do this.

What data do we record about you?

We will ask you for the information we need in order to process your donation or request. This can vary depending on how you choose to support us.

We generally record your name, address and any contact information that you choose to give us in order to contact you. We also record if you have taken part in a fundraising event, donated to a shop or supported us in another way, like volunteering at an event.

We may ask for other information about you, for example your age for age restricted fundraisers like our Sparkle Night Walk or our Lottery, plus some information we ask for is used to make our fundraising activities better. You can always choose what you do and don't want to tell us. You can also have access to the information we hold about you at any time, free of charge. All you need to do is contact us.

Do we store your payment information?

We never keep your credit card or debit card number on our database. Once processed, these are confidentially destroyed and removed from any forms.

If you give us your bank account number and sort code to set up a direct debit, we will keep these to process a recurring payment. We use a company called Rapidata to process all Direct Debit payments or we will process them in-house. Rapidata is a leading direct debit processor based in the UK and is bound by the same data protection laws that we are. All information that Rapidata processes is confidential and all information we send to them is encrypted. You can read more about Rapidata here: www.rapidataservices.com

For online donations and payments, the information is collected by Sagepay, a well-known payment platform used by many businesses internationally. They are based in the UK and are also bound by the same data protection laws that we are. All information provided is encrypted and we never keep or store your card information on our databases. We then use Rapidata to store and process any monthly donations that you choose to make.

We also take payments by cheque, cash and CAF (Charities Aid Foundation) voucher. We will record amounts and cheque information for processing purposes.

What about our shops?

If you donate goods to our shops, we may ask for your details in order to claim Gift Aid on your donation. It is your choice whether you give us this information. You can opt in to other communications from us when you register for Gift Aid.

If a card payment is taken for goods in a shop, we never store the card number on our database.

How will we contact you?

You can decide how and when we contact you and change this at any time. You can also tell us not to contact you at all.

We are very careful to keep our communication relevant and we really think about what we send to you or talk to you about.

There are circumstances where we must contact you. If you register for an event we will send you a fundraising pack and information you need relating to the event.

If we ask for emergency contact details at an event, we will only use these if we need to ensure your safety. These details are not stored on any databases and are not used for any marketing purposes.

If you set up a Direct Debit to make regular donations or to take part in our lottery, we must send you Direct Debit Guarantee which details the schedule of your payments. Additionally if you join our lottery, we will also need to send you a letter informing you of your lottery number.

What databases do we use?

We use five databases and it is possible you will be on all of these depending on the way you support us.

We use Cybertill to record donations to our shops, LotteryMaster and DrawMaster to record donations to our lottery and manage our bumper draws, Raiser's Edge to record any other types of donations, including a regular gift and Carval which is used to store information on our employees and volunteers. Our databases are secure - they require a log in to access and only the people who need to use it are given this information. We have a records management policy that is based on the latest NHS Records Management Code of Practice and this recommends how long we should keep your information for.

Do we share or sell your information to other companies?

We never sell your information to anyone. There are no exceptions to this.

In order to do our job, we do sometimes share your information with companies that work on our behalf. For example when we use a mailing house to print and post larger mailings or when we work with companies for data cleansing so we don't write to people who have moved house or died.

All details are sent in a secure, encrypted form and are never kept by the company after the mailing is sent. We have contracts with any companies to ensure they treat your data in the same secure manner that we do and provide us with a certificate to prove they have deleted data after use.

Some events we promote are run by third parties, for example the London Marathon and we need to share information between all parties for event purposes. In these instances, we will always ask your express permission to do this. You will always have the choice to say 'yes' or 'no' to this.

Your details

1

Title

First name

Surname

We would like to keep you up to date about the work we are doing and to tell you about the amazing difference you make. We will only do this if you tell us that you are happy for us to contact you for this purpose by completing your contact details below. You do not have to provide this information and can remove or change any of these preferences at any time.

Address

Postcode

Email

Home

Mobile

How can we communicate with you?

2

I am happy for my data to be used to contact me about: (tick all that apply)

Ways to provide financial support

Upcoming events

Opportunities to volunteer

How I can get involved in fundraising

The latest newsletter from Ashgate Hospicecare

3

I am happy to be contacted via: (tick all that apply)

Post

Email

Telephone

Text message

If you change your mind about these choices or have any concern about any communications from us, please call our Supporter Care team on 01246 567250, email us at fundraising@ashgatehospicecare.org.uk or write to Supporter Care Team, Ashgate Hospicecare, Ashgate Road, Old Brampton, Chesterfield, S42 7JD.

YOUR PRIVACY RIGHTS: We respect your right of privacy and to have your data kept securely. We will never exchange your details or sell or rent your data to any other commercial organisation or charity. For full details of our Privacy Policy and to read our Supporter Charter please visit: www.ashgatehospicecare.org.uk. If you have any queries about our Privacy Policy please contact our Data Protection Officer either by email, telephone or in writing using these contact details:

Data Protection Officer, Ashgate Hospicecare, Ashgate Road, Old Brampton, Chesterfield, Derbyshire, S42 7JD
T: 01246 568801 E: info@ashgatehospicecare.org.uk

We care about your personal data and it's important that you know how we use it and how we keep it safe. This guide covers how, when and why we use your information. This leaflet also allows you to provide your contact details should you wish for us to keep in touch with you about our latest news, events and fundraising appeals.

My care has been whole. I've been offered the comforts of a king and I feel loved and cared for. I'm just grateful the hospice exists. What I'd like to see is other people being offered the same service, whether it's at the hospice or whether it's at home.

Marek, Patient



About Ashgate Hospicecare

Ashgate Hospicecare is an independent registered charity that provides care to patients across North Derbyshire at the hospice and in the community.

The hospice has a 21-bed Inpatient Unit, 16-place day hospice and provides a range of therapy and support services on site. The hospice also provides a wide range of community-based care and support services to enable people to stay in their own homes for as long as possible.

All services are provided free of charge to patients and their families which is mainly funded through donations, gifts in Wills and income raised through our sixteen shops and three coffee shops. Patients with any life limiting illness can access Ashgate Hospicecare's specialist services through a referral, normally through their GP.

Contact...

Ashgate Hospicecare, Ashgate Road, Old Brampton,
Chesterfield, Derbyshire S42 7JD

T: 01246 568801

E: info@ashgatehospicecare.org.uk

www.ashgatehospicecare.org.uk

