The following information should be displayed on [www.chal.org.uk](http://www.chal.org.uk), under the following URL: [www.chal.org.uk/privacy-policy](http://www.chal.org.uk/privacy-policy).

Date Created or Updated: 20/05/2022

**Privacy Policy**

At Children’s Hospices Across London (“CHaL”) we are committed to ensuring that your privacy is protected and respected.

Please read the following statement which sets out the basis on which any personal information collected about you or your family, or that you provide to us, will be processed by us.

**We Promise:**

* To always store your personal details securely.
* We will never exchange or sell your information to another organisation
* To only hold your information for as long as necessary.
* To make sure you are always in control of how we use your information, and that you will always have the right to ask us to stop using it, which we will do promptly.
* We will only contact you in the ways that you wish, making use of what you’ve told us and publicly available information (which we may obtain from suppliers to tailor our communications, so that they are more appropriate and relevant to your interests.

**Children’s Hospices across London’s Data Controller:**

Maxine Trotter

maxine.trotter@chal.org.uk

Children’s Hospices Across London, C/O Noah’s Ark Children’s Hospice. The Ark, Byng Road, Barnet EN54NP.

**Who we are:**

CHaL is a registered charity, No. 1151317 and as a company limited by guarantee, No.08248052.

Children and young people with life-limiting or life-threatening conditions don't always get the support they need. Children’s Hospices across London (‘CHaL’) brings together the expertise of the six children's hospices across London, helping to increase services to enhance the lives of even more children, young people and their families. These six hospices care for over 2,000 families through the most challenging times, helping them and their children to live the fullest life possible, creating positive memories and offering nursing care, emotional and social support.

By working collaboratively, raising awareness and funds, CHaL aims to extend services across London. CHaL wants to ensure that every child and their family in London, has access to the care and support so desperately needed when facing a life-limiting condition.

**Your acceptance of this policy and our right to change it:**

By using our website, social media pages or providing your information, you consent to our collection and use of the information you provide in the way(s) set out in this policy. If you do not agree to this policy please consider carefully the use of our website, social media pages or services.

We may make changes to this policy from time to time. If we do so, we will post the changes on this page and make sure it’s publicised clearly on our website. These changes will apply from the time we post them. This policy was last changed on Friday 20th May 2022.

**What is personal data?:**

Personal data is information that can be used to help identify an individual, such as name, address, phone number, email address, and now online identifiers (such as Cookies ([www.chal.org.uk/cookies](http://www.chal.org.uk/cookies)) and IP Address, which is the location of your computer on the internet).

**Privacy Policy in brief:**

It’s important that you read the full policy to understand what information we hold, how we may use it, and what your rights are – but if you don’t have time to read it all now, here’s a quick summary:

* We collect information that is either personal data (as outlined above) or non-personal data (such as webpages accessed)
* We collect information about supporters, users and employees.
* We collect information to provide services or goods, to provide information, to fundraise for our vital work, for administration, profiling, analysis, and for the prevention and detection of crime.
* We will make sure that we update your data, when you tell us to do so.
* We only collect the information that we need or that would be useful to us to provide you with the best possible service and experience.
* We do our very best to keep personal information secure, including SSL technology (secure server software) wherever we collect personal data online.
* We never sell your data and we will never share it with another company or charity for marketing purposes.
* We only share data where we are required by law or with carefully selected partners who we work with. All our partners are required by their contract to treat your data as carefully as we would, to only use it as instructed, and to allow us to check that they do this.
* Our websites use Cookies – for more information check [our Cookies policy](https://www.demelza.org.uk/cookies) ([www.chal.org.uk/cookies](http://www.chal.org.uk/cookies)).

They are the basics, but don't forget to come back later and read the full policy (below), so you've got all the details you need.

**THE FULL POLICY:**

**This policy applies to all the websites we operate, our use of emails and text messages for marketing purposes, and any other methods we use for collecting information. It covers what we collect and why, what we do with the information, what we won’t do with the information, and what rights you have.**

### What information do we collect and why?:

We will only ever collect the information we need – including data that will be useful to help improve our services. We collect information as follows:

1. Personal information such as name, postal address, phone number, email address, date of birth (where appropriate), information about your interests and hobbies etc. Personal data has now been extended to include online identifiers, such as IP addresses (the location of the computer on the internet),
2. Non-personal information such as pages accessed and files downloaded. This helps us to determine how many people use our website, how many people visit on a regular basis, and how popular our pages are. This information doesn't tell us anything about who you are or where you live. It simply allows us to monitor and improve our services.

We collect this information in connection with specific activities, such as newsletter requests, event registration, product purchases, feedback, donations, etc. The information is either needed to fulfil your request or to enable us to provide you with a more personalised service.

You don't have to disclose any of this information to browse our website. However, if you do choose to withhold requested information, we may not be able to provide you with complete or particular services.

You may give us information about you when you:

* register with us or set up an online account
* make a donation, fundraise on our behalf or register for an event
* order products or services from us
* make an enquiry about our activities, services or products
* seek care, support and assistance from us
* request publications, newsletters or other information from us
* volunteer with us or apply for a job (including sending us your CV)
* report a problem with our website
* otherwise give us personal information (e.g. sensitive information such as your physical or mental health or condition)

You may give us this information when you correspond with us by our website, phone, email or otherwise.

Information we receive from other sources:

We may also obtain personal information about you from other sources, such as if a fundraiser passes on your details to us. We may also combine your personal information with other information we collect from third parties (e.g. for fundraising purposes). We will notify you when we receive information about you from them and the purposes for which we intend to use that information.

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

### Cookies:

We use Cookies on our website, for full details see [our Cookies policy](https://www.demelza.org.uk/cookies) ([www.chal.org.uk/cookies](http://www.chal.org.uk/cookies)).

### What do we do with the information?:

We will use the information you provide to:

* Fulfil your requests – such as donations, participation in campaigns and provision of information.
* Process sales transactions, donations or other payments and verify financial transactions. Claim Gift Aid on your donations.
* Handle orders, deliver products and communicate with you about orders.
* Provide a personalised service to you when you visit our websites – this could include customising the content and/or layout of our website and webpages for individual users.
* Record any contact we have with you.
* Provide you with information about other services and products we offer that are similar to those that you have already purchased or enquired about.
* Prevent or detect fraud or abuses of our websites and enable third parties to carry out technical, logistical or other functions on our behalf.
* To carry out research on the demographics, interests and behaviour of our users and supporters, to help us gain a better understanding of them and to enable us to improve our service. This research may be carried out internally by our employees or we may ask another company to do this work on our behalf.
* Send you information and communications about what we do and how we can help you, and how you can help us (e.g. our campaigns, volunteering and fundraising).
* If you have agreed to it, provide you with information that we think may be of interest to you.
* Carry out our obligations arising from any contracts entered into between you and us.
* Look into, and respond to, complaints, incidents, near misses, legal matters or any other issues.
* Send you information and communication around your employment or volunteering role.

### Using your information for marketing:

We will only send marketing information to individuals who have specifically said that they agree to us doing this or have a legitimate interest in our work, and we will only do so in the way(s) you have agreed to.

If you are not currently receiving marketing communications from us and wish to do so, please let us know by contacting hello@chal.org.uk.

When we contact you by email, every message we send will include a link to tell us that you do not wish to receive emails from us in the future.

**Legitimate Interest:**

Children’s Hospices across London will process personal information for certain legitimate organisational purposes. This is because when you, for example, request to receive services or products from CHaL, we have a legitimate organisational interest to use your personal information to respond to you and where there is no overriding prejudice to you by using your personal information for this purpose. This also includes some or all of the following:

* Where the processing enables us to enhance, modify, personalise or otherwise improve our services / communications for the benefit of our “customers”
* To identify and prevent fraud
* To enhance the security of our network and information services
* To better understand how our “customers” interact with our website
* To provide postal communications which we believe will be of interest to you
* To determine the effectiveness of promotional campaigns and advertising.

Wherever CHaL process data for these purposes, we will always ensure that your own personal rights take precedence and take account of these rights. You have the right, at any time, to object to CHaL processing your data in this way. In most instances, however, CHaL will rely on obtaining your consent to our use of your personal information. This is the case, for example, where we seek to obtain your consent to receive “Marketing” Communications via email about CHaL.

### Sharing your information:

We will only share your information if:

* We are legally required to do so, e.g. by a law enforcement agency legitimately exercising a power or if compelled by a Court order.
* We believe it is necessary to protect or defend our rights, property or the personal safety of our staff and volunteers, or visitors to our premises or websites.
* We are working with a carefully-selected partner that is carrying out work on our behalf. These partners may include mailing houses, marketing agencies, IT specialists and research firms. The kind of work we may ask them to do includes processing, packaging, mailing and delivering purchases, answering questions about products or services, sending postal mail, emails and text messages, carrying out research or analysis, and processing card payments. We only choose partners we can trust. We will only pass personal data to them if they have signed a contract that requires them to:
	+ Abide by the requirements of the General Data Protection Regulations.
	+ Treat your information as carefully as we would.
	+ Only use the information for the purposes it was supplied (and not for their own purposes or the purposes of any other organisation).
	+ Allow us to carry out checks to ensure they are doing all these things.

### Storing your information:

Information is stored by us on computers located in the UK. We may transfer the information to other offices and to other reputable third party organisations as explained above. We may also store information in paper files.

The personal information that we collect from or about you may be transferred to, and stored at, a destination outside the European Economic Area (EEA) (e.g. fundraising events that are outside the EEA, or in order to process credit/debit card transactions, the bank or card processing agency may require verification of your personal details for authorisation outside the EEA).  By submitting your personal information, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your personal information is treated securely and in accordance with this privacy notice.

We place great importance on the security of all personal data and information associated with our supporters, customers and beneficiaries. We have security measures in place to protect against the loss, misuse and alteration of personal data under our control. For example, only authorised personnel are permitted to access user information and we use secure server software (SSL) to encrypt financial and personal information you input before it is sent to us.

While we cannot ensure or guarantee that loss, misuse or alteration of data will not occur while it is under our control, we use our best efforts to try to prevent this.

We will keep your information only for as long as we need it to provide you with the goods, services or information you have requested, to administer your relationship with us, or the preferences of our supporters, to comply with the law, or to ensure we do not communicate with you if you have asked us not to do so. When we no longer need information we will always dispose of it securely, as outlined in our data retention policy.

### What we don’t do with your information:

We never sell or share your information to other organisations to use for their own purposes.

### Your rights:

You retain control of how we use your data and you have the right to ask us to stop processing your personal information, which we will do. In some circumstances, we may legally be required to retain your personal information for legal or audit purposes. However, this will be discussed with you depending on your requirements. Please contact maxine.trotter@chal.org.uk if you have any concerns.

You also have the right to request a copy of the information we hold about you. If you wish to access your information, please request in writing at: Maxine Trotter, Children’s Hospices across London, C/O Noah’s Ark Children’s Hospice, The Ark, Byng Road, Barnet EN5 4NP. The General Data Protection Regulations gives you certain rights over your data and how we use it. These include:

* The right in certain circumstances to have inaccurate personal data rectified, blocked, erased or destroyed.
* The right to ask for your data to be moved, copied or transferred to another organisation.
* The right to prevent your data being used for marketing purposes
* The right of access to a copy of the information we hold about you (known as a subject access request – see above).

If you wish to exercise any of these rights, please contact us in writing at Maxine Trotter, Children’s Hospices across London, C/O Noah’s Ark Children’s Hospice, The Ark, Byng Road, Barnet EN5 4NP or by emailing maxine.trotter@chal.org.uk.

**Automated decision making and profiling:**

To help us to promote our products and services to appropriate individuals, and to provide our supporters with the best experience possible, we may from time to time undertake profiling and automated decision making activities, to target key individuals to marketing specific products and services to.

Before we do this, we will:

* Carry out a Data Protection Impact Assessment to consider and address the risks before we start any new automated decision-making or profiling.
* Tell our supporters about the profiling and automated decision-making we carry out, what information we use to create the profiles and where we get this information from.
* Use anonymised data in our profiling activities.

If you would prefer that we do not use your personal information in this way, please let us in writing at Maxine Trotter, Children’s Hospices across London, C/O Noah’s Ark Children’s Hospice, The Ark, Byng Road, Barnet EN5 4NP or by emailing maxine.trotter@chal.org.uk.

**Third parties:**

### Facebook marketing:

We may participate in Facebook’s ‘Custom Audience’ programme which enables us to display ads to our existing supporters when they visit Facebook. We provide your email address, mobile number and address to Facebook so they can determine whether you are a registered account holder with them. Our adverts may then appear when you access Facebook. Your data is sent in an encrypted format that is deleted by Facebook if it does not match with a Facebook account.

For more information please see <https://www.facebook.com/business/help/744354708981227> and Facebook’s Data Policy at <https://en-gb.facebook.com/policy.php>.

**Donation / Payment processing:**

When you make a payment or donation via our website with a credit or debit card, please be assured that any payment transactions are encrypted using:

* **JustGiving (**<https://www.justgiving.com/info/privacy-policy-versions/privacy-policy-v21>**)**

**For more information:**

For more information about your rights under the General Data Protection Regulations, go to the website of the Information Commissioner’s Office at [www.ico.org.uk](http://www.ico.org.uk).

CHaL is not a ‘public authority’ as defined under the Freedom of Information Act and we will therefore not respond to requests for information made under this Act; using the funds generously donated to us by our supporters for such activities is not in accordance with our charitable purposes.

**Making a complaint:**

If you would like to make a complaint about how we process your personal data, please contact our Data Controller.

If you are not happy with how your complaint is dealt with, you should contact the Information Commissioner’s Office ([www.ico.org.uk](http://www.ico.org.uk)).  Alternatively, you are entitled to make a complaint to the Information Commissioner’s Office without first referring your complaint to us.

For [further information please see the Information Commissioner’s guidance](https://ico.org.uk/for-the-public/personal-information/).