

THE CARDINAL HUME CENTRE DONOR PRIVACY NOTICE:

Founded in 1986, the Cardinal Hume Centre is dedicated to helping people overcome poverty and the threat of homelessness. As a registered charity, we run a range of specialist services, providing expert advice and practical support.

We are committed to protecting and respecting the confidentiality and security not just of our clients but of our staff, volunteers and donors. To this end, and in line with the new European General Data Protection Regulation which comes into effect on 25 May 2018, we have reviewed how we collect and look after personal data related to our donors. This notice sets out the rights you have as a supporter of the Cardinal Hume Centre in relation to your personal information, and how to get in touch if you want to know more.

WHY AND HOW WE COLLECT YOUR INFORMATION:

When you donate to the work of the Centre we usually record your name, the amount you give and your contact details, with information about any donation you have made to the Cardinal Hume Centre, your communication with us and how you want us to be in touch with you. This is required for good accounting practice and allows us to keep you updated by post about the work you support. We never store any bank card or credit card details after you have donated.

We may also receive information about you from a third party if you requested us to contact you, after, for example, you had been involved in a fundraising activity via Just Giving or Big Give.

We use your data to provide you with information that may be of interest to you, in most cases relating to donations, email newsletters, fundraising or other communication from the Centre.

We may also ask you to tell us how you heard about us or why you have chosen to donate; that and any other information we gather about you will help us fundraise more efficiently and effectively and tailor the marketing communications we send you.

DIGITAL AND SOCIAL MEDIA:

When you access our website the settings on your device may provide us with information about your device, including what type it is, what operating system you are using and any issues you may have in using our website. Like most websites, we use 'cookies' to make your interaction with our website faster and easier.

WHAT WE DO WITH THE INFORMATION WE GATHER:

The information we collect helps us to give you the best possible experience with the Cardinal Hume Centre, from sending updates on the projects you're helping to alerting you to urgent appeals. We have robust security measures to protect stored data, whether it is held in paper files or on our computer systems.

As a small charity we do not have the capacity to carry out fundraising analysis and related donor research in-house, and so we may at times use a trusted agency to compare our information about supporters with publicly available information. The only other time we would share your personal information is where we are required by applicable law or to meet regulatory requirements.

HOW WE COMMUNICATE WITH YOU:

We will contact you by email, phone, post or text message, depending on your stated communication preferences:

- o If you have opted-in to ask for emails, we will communicate with you via email about our activities and we may occasionally ask you for financial support. You can remove your name from our email list at any time by simply clicking on the unsubscribe link within the email.
- o If you have supplied us with your postal address and shown your positive support for the charity (perhaps by donating or pledging a gift in your will), we will send you by post updates on our work, fundraising appeals and newsletters. You can opt-out at any time, by completing and returning the form we send you, calling us on the phone or by email (see below for ways to contact us)
- o If you have provided your telephone number to us, we may occasionally ring you to update you on our work, discuss administrative matters relating to your donation or check you are happy with the communications you are receiving from us. You can opt-out from phone calls at any time (see below for ways to contact us).
- o If you have opted in to ask for text messages to your phone, we will contact you about future appeals and may need to contact you regarding the administration of your donation. You can opt-out by following instructions within the message, or contacting us (see below).
- o If you want to update your information or tell us how you prefer us to communicate with you - please email us or phone us anytime.

HOW LONG WE KEEP YOUR PERSONAL INFORMATION:

Data	Retention period
Some financial interactions, for compliance with our legal obligations, to comply with UK tax regulations	Seven years according to our obligation
Contact details when you donate to the work of the Centre by post or phone or online means.	Seven years from the point of last contact with you, this may include a record of our communications with you and your responses.

HOW YOU CAN COMMUNICATE WITH US:

You can contact us to do any of the following:

- Access the information we have about you
- Add your information or amend your contact details
- Advise us if your name or your address changes
- Tell us you only want certain things from us
- Ask to receive newsletters by email from us
- Say that you do not want to be contacted by post or phone
- Permanently delete your personally identifiable information.

If at any time you would like to change the way we communicate with you, or would like to stop receiving communications altogether, please let us know.

You can contact us anytime via email to cerianstephens@cardinalhumecentre.org.uk or telephone 020 7222 1602 – and just ask to speak to Cerian Stephens, our Fundraising Administrator or Mags Tierney, our Fundraising Director and we will be happy to help you.

If you prefer you can write to:

CARDINAL HUME CENTRE
Attn: Data Privacy Enquiry
3-7 Arneway Street, Horseferry Road,
London, SW1P 2BG

You can ask us at any time to provide you with a copy of the information we hold about you, including where and how we obtained it, why we are keeping it and what we are using it for. This is called a 'Subject Access Request' or a 'Data Privacy Enquiry' and you can make one by contacting us using the details below. All requests will be dealt with within 30 days of receipt.

CHANGES TO OUR DONOR PRIVACY NOTICE

We may change this policy from time to time as the law evolves. You should check this notice occasionally to ensure that you are aware of the most recent version.

Web: www.cardinalhumecentre.org.uk

Charity No: 1090836

Company No: 4333875