# how we handle your data.jpg

How we use your data

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# Who are we?

# St Nicholas Hospice Care is a charity based in West Suffolk. We support people facing long-term and life-threatening illnesses.

# St Nicholas Hospice Care is registered with the Information Commissioner’s Office (Z6835495).

# 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 the way we communicate with you. We sometimes use your data to let you know of our other fundraising events or donation appeals. You can let us know at any time if you do not want us to do this.

We also use your data to make Gift Aid claims against 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 further. 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. 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. Sometimes these questions are mandatory (for example, if you are asked to provide your age for a restricted product, like a lottery ticket) and sometimes these are not mandatory. Some information we ask for is used to make our fundraising better. You can always choose what you tell us.

Do you store my payment information?

We will take payment details from you if you choose to make a donation or support us in another way financially.

Credit and debit cards

We never keep your credit card or debit card number on our databases. Once processed, these are destroyed and removed from any forms. We also no longer ask for your CSV code on paper forms either, as an extra security measure.

Direct debit and standing orders

If you give us your bank account and sort code to set up a direct debit or standing order we will keep these to process a recurring payment.

We use a company called Rapidata to process all Direct Debit payments, both on and offline. It is a leading direct debit processor based in the UK, and is bound by the same data protection laws that we are. All information Rapidata processes is confidential and all information we send to them is encrypted. You can read more about Rapidata here: http://rapidataservices.com/about-us/

Online payments

We use Stripe, an international payment provider, to process card payments online. It’s very secure - Stripe has been audited by a PCI-certified auditor and has, in turn, been certified as a PCI Level 1 Service Provider, the most stringent level of certification available. You can confirm its certification in [Visa's registry of service providers](http://www.visa.com/splisting/searchGrsp.do?companyNameCriteria=stripe). All information is encrypted and we never keep or store your card information on our databases.

Other payments

We also take payments by cheque, cash and CAF 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. We may use these details to let you know about other fundraising events or campaigns, but you can tell us if you do not want this to happen.

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

How will I be contacted?

**You can decide how and when we contact you and can 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 a couple of circumstances where we must contact you: if we have claimed Gift Aid on something you have donated in one of our shops, we must write to you to tell you how much we were able to claim

Also, if we ask for emergency contact details at an event, we will use these if we need to ensure your safety.

What database do we use?

We use three 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, Combase to record donations to our lottery and Donorflex to record any other types of donations, including a regular gift.

Our databases are secure - they require a log in to access and only the people who need to use it are given this information.

Do you share or sell my 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. 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.

We also work with a company called Echoleft which provides a fundraising and in memoriam tool. You can find more about how Echoleft uses your data at [www.echoleft.com](http://www.echoleft.com).

In rare cases, there are some events where we work in partnership with other companies, 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.

How can I contact you?

We are here to help. If you would like more information about how we handle your data, or to amend how we communicate with you, contact us below.

**e fundraising@stnh.org.uk**

**t 01284 766133**

**w stnicholashospicecare.org.uk**