

Introduction

KEMP Hospice has been providing valuable care and support to people across the Wyre Forest district affected by life-limiting illness, since 1969.

We never charge for our care; however, it costs KEMP almost £2.1m to provide our services. We rely on our community to help us raise around £1.9m each year so we can be here for people when they need us, so the backing of our community is increasingly vital.

KEMP Hospice is a data controller registered with the Information Commissioner's Office (ICO). The hospice's Data Protection Officer is the Head of Finance. If you have any questions regarding your data, they can be contacted by calling the main hospice on 01562 756000, or via email on info@kemphospice.org.uk.

How do we use your personal information?

As you support the hospice you will have provided us with personal data, this may include:

- Your contact details
- Information about your donations
- Information about events you have participated in
- Correspondence you have received from us
- Relationships we have linked you to through information you've given with your donations or for events

We process this data mainly on the legal basis that we have a legitimate interest. We do not have any statutory requirements to process your data, however if we don't process it, we won't be able to let you know about our work and how you have helped us.

Our legitimate interest is so we can try to raise the funds we need to provide care, services and support to patients with life-limiting illnesses and their families in the Wyre Forest area.

We will use your data from time to time to contact you with information we feel may interest you either via post or email. This includes news and updates on events, activities and other ways you can get involved. You can opt out or change your method of communication at any time by clicking the 'unsubscribe' button at the bottom of emails, calling us on 01562 756066, sending us a letter at the address below, or by visiting the hospice. And speaking to the Fundraising & Communications Team.

All of our fundraising activities comply with the Fundraising Code of Practice and Fundraising Regulator.

If you're a UK taxpayer and have chosen to make Gift Aid donations by signing a declaration, we're legally obliged to share your data with HMRC to claim the Gift Aid. We will never share your personal data with third-party organisations for marketing.

From time to time, we may need to outsource work; for example, using a mailing house for our postal campaigns and appeals. For third-party agreements like this, we only use reputable businesses we have done our due diligence on. The companies that we use are registered with the ICO and data is transferred to them via a secure encrypted connection service they provide. Data is held securely on their server for 3 months and then is deleted.

If you're taking part in an event or challenge, we are contractually required to process certain personal data; for example, we'll need your date of birth and Emergency Contact Details to ensure we're complying with health and safety rules. You can't take part if you don't provide us with this information.

We occasionally need to transfer data out of the European Economic Area (EEA). One example of this is when we use your data to email you through our 'Mailchimp' email account. Mailchimp ensures compliance with international data transfer laws by being certified under the UK-US Data Privacy Framework (DPF) and the EU-US DPF. More information can be found here: [Mailchimp and European Data Transfers | Mailchimp](#)

KEMP Hospice and its employees have a legal duty to keep information about you confidential and secure. This includes paper and electronic records.

How long do we keep your data?

As per HMRC regulations, we have to keep details of any donations made by you for 7 years. Details are then securely destroyed.

What are your rights?

You have the following rights relating to your personal information:

- You have the right of access - you can ask for a copy of your data at any time.
- You have the right to rectification - you can ask us to update or amend inaccurate data and add additional data if you wish. If your personal details do change, please contact the Fundraising Team directly on fundraising@kemphospice.org.uk.
- You have the right of restriction - if you believe that the data we hold is inaccurate or unlawful, you can ask us to restrict it from further processing.
- You have the right of portability - you can ask us to provide you with the information that is held electronically by us, or that you have provided to us.
- You have the right to object - you can object to us processing your data.
- You have the right to erasure - you can request that we delete any of the information that we have about you, if we are no longer using the data for the purpose or purposes we originally collected it for.
- You have the right to complain - if you feel that we have misused or mishandled your data in any way, you can complain to KEMP Hospice by emailing info@kemphospice.org.uk or calling 01562 756000, or directly to the Information Commissioner's Office (ICO) by calling 0303 123 1113.

Occasionally we may contact you via post or email regarding events or fundraising opportunities that we feel may be of interest to you. Any decisions regarding this will not be made by automated processes and made by a human. We will not process your personal data for any other purpose unless you have specifically consented for us to do so. *We will always let you know what we are doing with your personal data.*

Further Terms and Conditions can be found when signing up for participation in events. Please note, these should be read thoroughly and be agreed to before you complete your sign up. Unfortunately, you will be unable to participate in an event if you do not agree to the Terms and Conditions.