

Privacy Policy

INTRODUCTION

Hospice Care Kenya promises to respect any personal data you share with us, or that we may receive from other organisations, and keep it secure. We aim to be clear when and for what purpose we collect your data and not do anything with it which you wouldn't reasonably expect.

Developing a better understanding of our supporters based on the data we hold allows us to make better decisions and fundraise more efficiently.

HOW WE COLLECT PERSONAL INFORMATION

We collect information in the following ways:

- When you give it to us **DIRECTLY**. You may give us your name, address and other information in order to make a donation, sign up for one of our events, purchase our products or communicate with us.
- When you give it to us **INDIRECTLY** Your information may be shared with us by payment processors like CAF or PayPal, fundraising sites like Just Giving or event organisers like Brandenburg Choral Festival. These independent third parties will only do so when you have indicated that you wish to support Hospice Care Kenya and have given your consent. You should check their Privacy Policy when you provide your information to understand how they will process your data.
- When you give permission to **OTHER ORGANISATIONS** to share data.
- When data is already in the public domain.

WHAT PERSONAL DATA DO WE COLLECT AND HOW DO WE USE IT

Supporters

If you support us, for example by making a donation, or if you register to fundraise, sign up for an event or organise fundraising on our behalf, we will usually collect:

- Your name

- Your contact details
- Your bank or credit card details.

Where it is appropriate we may also ask for:

- Your date of birth
- Information relating to your health (for example if you are taking part in a high risk sporting event)
- Why you have decided to donate to us. We will never make this question mandatory, and only want to know the answer if you are comfortable telling us.

We will use your data to:

- Support your fundraising events.
- Administer any donations you make, including processing gift aid.
- Keep a record of your relationship with us.
- Ensure we know how you prefer to be contacted.
- Provide you with the information, products or services you asked for.
- Understand how we can improve our information, products and services.

With your consent, we will contact you to provide regular updates on HCK activities and to ask for donations or other support. This is known as Direct Marketing. We will make it easy for you to tell us how you want us to communicate with you in a way that suits you and include information on how to opt out when we send you marketing. If you don't want to hear from us, that's fine just let us know.

We do not sell or share personal details with third parties for the purposes of marketing. But, if we run an event in partnership with another named organisation your details may need to be shared. We will be very clear what will happen to your data when you register for such an event.

Sharing your stories

HCK Beneficiaries

Some people, particularly beneficiaries of HCK grants in Kenya, choose to tell us about their experiences and how palliative care has helped them or their families. This may include sensitive information about their health and family life.

If we have the explicit and informed consent from the individuals, (or their parent or guardian if they are under 18), this information may be made public by us at events, in materials promoting our fundraising work, or in documents such as our annual report.

If you are a recipient of our sponsorship for training we will retain your name, contact details, and the organisation you work for. We will request that you share your experience of training and the difference it has made to you. With your explicit consent this information may be made public by us at events, in materials promoting our fundraising work, or in documents such as our annual report.

HCK supporters

If you run an event for the benefit of HCK we may ask you to provide us with pictures or a written description. With your consent this may be made public at events, in newsletters or on the HCK website for the purpose of promoting our fundraising work.

Other

We may also collect and retain your information if you send feedback about our services or make a complaint.

HOW WE KEEP YOUR DATA SAFE

We provide appropriate arrangements to support the privacy of your personal information. This includes password protected files. All users who have access to personal information have received appropriate information governance training on a regular basis.

In exceptional circumstances we may need to disclose your details if required by the police, regulatory bodies or legal advisors. We will only ever share your data in other circumstances if we have your explicit and informed consent.

KEEPING YOUR INFORMATION UP TO DATE

We review all the data HCK holds on an annual basis to ensure that it is still appropriate for us to hold such information. We will review your consent for us to hold your data on a regular basis.

We would really appreciate if you could let us know when your contact details change.

YOUR RIGHT TO KNOW WHAT DATA WE HOLD ON YOU, TO MAKE CHANGES OR ASK US TO STOP USING YOUR DATA OR TO DELETE IT.

You have a right to ask us to stop processing your data – please email hck@hospicecarekenya.com or write to PO Box 995, Worcester, WR4 4LQ

You have a right to ask for a copy of the information we hold about you. If there are any discrepancies in the information we provide, please let us know and we will correct them.

If you want to access the information we hold on you, please send a description of the information you want to see along with proof of your identity by post to the address above. .

If you have any further questions please send these to hck@hospicecarekenya.com and for further information look at the guidance from the Information Commissioner at <https://ico.org.uk/for-the-public/personal-information/>

CHANGES TO THIS POLICY

We may change this Privacy Policy from time to time and it will be reviewed every three years. If we make any significant changes in the way we treat your personal information we will make this clear on the Hospice Care Kenya Website or by contacting you directly.

Date Approved: June 2020

Date to be reviewed: July 2023