

Privacy and Fair Collection

Data Protection Act 2018

This page provides information about the ways in which we collect and use personal data. It does not cover any third party websites to which we may provide links. Third party websites may have their own privacy policies and/or terms and conditions of use.

We may update this Privacy Policy at any time so please check back periodically.

We comply with the Data Protection Act 2018 and the **General Data Protection Regulation (GDPR)** and are committed to protecting your personal information and being transparent about what information we hold.

Data Protection Act 2018

All of the personal data that we collect and use is handled in accordance with the Data Protection Act principles. These state that:

1. Personal data shall be:

(a) processed lawfully, fairly and in a transparent manner in relation to the data subject ('lawfulness, fairness and transparency');

(b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall, in accordance with [Article 89\(1\)](#), not be considered to be incompatible with the initial purposes ('purpose limitation');

(c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed ('data minimisation');

(d) accurate and, where necessary, kept up to date; **every reasonable step must be taken** to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay ('accuracy');

(e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with [Article 89\(1\)](#) subject to implementation of the appropriate technical and organisational measures required by this Regulation in order to safeguard the rights and freedoms of the data subject ('storage limitation');

(f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures ('integrity and confidentiality').

Organisations that process personal data must register as a 'Data Controller or Data Processor', and notify the Information Commissioner (ICO) why they need to process the data.

Taunton and Somerset NHS Foundation Trust is the Data Controller (registration number is Z1405877) of personal information that is collected by the Trust to help us provide and manage healthcare to our patients and relating to the employment of our staff. Full details of all the purposes to which data may be used are listed at the ICO website (<http://www.ico.gov.uk/>).

Related to Processing of Personal Information of Love Musgrove's Charity Supporters

Your privacy is important to Love Musgrove. This privacy notice provides information about the personal information that Love Musgrove collects about you whether online, via phone, mobile, email, letter or other correspondence and your rights. It refers to information collected from our supporters which include our donors, fundraisers and fundraising volunteers, our advocates and individuals who support the charitable aims of the organisation. By providing us with your personal information you will be agreeing to your information being used in the ways described in this notice.

1. Personal Information Collection

Personal information is information that can be used to identify you. Love Musgrove may request from you and process the following Personal Information:

- Name
- Postal address
- Telephone number
- Mobile number
- Email address
- Bank Account Details
- Debit/credit card details
- Whether you are a UK tax payer
- Photos

Love Musgrove may collect personal information about you when you ask about our activities, make a donation to us, register for an event, engage with our social media, order products and services (such as newsletters), or otherwise give us personal information. We do not collect special categories of personal information about you unless there is a clear reason for doing so, such as participation in an event where we need this information to ensure we provide appropriate facilities for you. We will ensure that special category personal information is only retained for the length of time required to fulfil the service required.

If you use your credit or debit card to donate to us, we will ensure your payment is processed securely and in accordance with the Payment Card Industry Data Security Standard. We do not store your credit or debit card details following the completion of your transaction. All card details and validation codes (CVC) are securely destroyed once the payment or donation has been processed. Only staff authorised to process payments will be able to see your card details.

2. Processing of Personal Information & Legal Basis

Love Musgrove will only process Personal Information:

- To process any donation(s) we receive from you.
- For administration purposes e.g. to contact you about an event you have registered for or about a donation you have made.
- To provide you with any specific information you have requested.
- To send you regular communications which you have requested. This could include asking you to help us raise or donate money for our charitable causes. This will always be in accordance with our Supporter Promise.
- Where it is required or authorised by law e.g. the financial conduct authority (FCA) require us to keep financial transaction information for 7 years.

The Legal Basis for this processing is that you have completed of a form to opt-in to communications. You may change your preferences, opt-out, at any time.

Legal Requirements

We may update your contact preferences based on information you have provided to the Fundraising Preference Service (FPS) or other such public registers. This is a legal requirement imposed on Love Musgrove to ensure that we are honouring your contact preferences. Any preference made through the FPS will override previous preferences received by Love Musgrove.

3. Information sharing

Love Musgrove will not sell or share your data with any third parties. We will not share your information with any third party for marketing purposes.

4. Retention of Personal Information

Your Personal Information required for the agreement will be retained as follows:

Record	Retention Time
Personal Information	6 years from the last donation, if you have given a donation. 2 years since your last contact with Love Musgrove if you have not given a donation.
Special Categories of Personal Information	6 months after completion of the activity it was collected for.

The information you have provided will be retained and used for six years after your last communication with Love Musgrove unless you ask for your details to be deleted.

If you request to receive no further information from us your data will be stored on a suppression list to ensure that we do not contact you in future.

5. Your Rights in relation to your Personal Information

- the right to be informed - covered by this Privacy Notice;
- the right of access - you have the right to make a Subject Access Request asking for information about, or copies of, the information we hold and the way it is used;
- the right to rectification - you may update or amend the information we hold about you if it is incorrect.
- the right to erasure - request the deletion or removal of personal information where there is no compelling reason for its continued processing; the right to restrict processing - you can request the we stop any processing if the information we are processing is incorrect;
- the right to restrict processing
- the right to data portability - you can request the personal information provided by yourself, be exported in to a universal format so it can be imported into another system;
- the right to object - to processing relating to marketing and profiling;
- the right not to be subject to automated decision-making including profiling.
- the right to lodge a complaint with the Information Commissioner's Office (<http://ico.org.uk>).

6. Contact

We will only contact you if you have given us your permission to do so unless it is required or authorised by law. We will only use the means of communication you have asked us to.

You can change your mind at any time about how we keep in touch with you by calling 01823 344437 or email fundraising@tst.nhs.uk to let us know.

Can I see my information?

Under the Data Protection Act 2018 a person may request access to information (with some exemptions) that is held about them by an organisation. This is known as the Right of Subject Access. If you require access to your health records you must make a written request to Medico-Legal Department at Taunton and Somerset NHS Foundation Trust depending on where you were seen:

To learn more about how we use, manage and maintain confidentiality of your information, please contact:

Louise Coppin
Data Protection Officer
Taunton and Somerset NHS Foundation Trust
Taunton TA1 5DA
Tel: 01823 320452
Email: louise.coppin@tst.nhs.uk

The Fundraising Preference Service can be contacted via

- Online [The Fundraising Preference Service](#)
- Phone 0300 3033 517
- Post : Fundraising Regulator, 2nd Floor, CAN Mezzanine Building, 49-51 East Road, London N1 6AH