

Basingstoke & Alton Cardiac Rehabilitation Charity Privacy Policy

Hello, we're the Basingstoke & Alton Cardiac Rehabilitation Charity Ltd, better known as Cardiac Rehab. We provide cardiac rehabilitation and primary prevention of cardiovascular disease. Our mission is to significantly improve the quality of life of people in our community.

At the Cardiac Rehab Centre we value our supporters and we're committed to protecting your privacy so we make sure we protect any personal information you give us.

This page will let you know exactly how we use and protect your personal information. And if you have any questions about it please just send us an email at nikki@cardiac-rehab.co.uk - we'd be delighted to help. Our postal address can be found below.

The Cardiac Rehab Centre is registered under the Data Protection Act 1998 as a Data Controller under number xxxxx. Our registered charity numbers are 1013238 in England and Wales, we are also a Company Limited by Guarantee registered in England 2732756.

Below we have answered a range of questions to help you better understand how we protect your personal information:

Personal information is any information that can be used to identify you. So, for example, if you donate money, request services or products or become involved with a campaign we may collect and process the personal information you have provided.

This personal information may include your name, email, postal address, phone numbers, date of birth, financial details, medical/health information, UK tax payer information (for Gift Aid), credit or debit card information, records of responses to appeals or campaigns as well as how you came to find us or about our services or events.

To make sure we always have the most up to date information about how to contact you, we may also, from time to time, update your records to reflect and changes to your personal information.

This information will usually come directly from you or it may come from a third party we consider legitimate and trustworthy and in circumstances where it is appropriate and where you will have had a clear expectation that your details would be passed on for this purpose.

We do not share any of your personal details with third parties apart from medical details to a recognised health professional.

There are broadly six ways we may use your personal information, all to help us provide the most relevant and personalised service to you.

1. To provide you with information such as services, health information, fundraising or other products we feel may be of interest to you.
2. To allow you to participate in interactive features on our website when you choose to do so; such as auto completing forms on our website.
3. To improve our services offered to you.
4. To make our marketing and promotion campaigns more targeted and relevant to potential donors and customers.

5. To process personal information to help us in our work and activities.
6. We may add information to supporters' personal information, such information would not necessarily be personally identifiable or specific to you but would give an indication of the type of supporter you are. For example, if you live in an area known to have a high risk of heart disease.

We always have your best interests at heart and your personal information will not be retained for longer than necessary in relation to the purpose for which it was originally collected, or for which it was further processed subject to certain legal obligations mentioned below.

We hold personal information relating to:

Donations you have made to us for 7 years since the date of your last donation.

Legacy donations – if you indicate that you would like to leave us a legacy gift we will retain personal information data until 7 years after the legacy is received.

Entering raffles, lottery or competitions for 5 years.

Purchasing services such as training or venue hire will be kept for 3 years.

Subscribing to a newsletter – you can unsubscribe at any time.

Exercise class information will be retained for 5 years since the last class you attended.

We are legally required to hold some personal information to fulfil statutory obligations, for example the collection of Gift Aid or to support certain financial transactions.

We will also hold information about your details so we can respect your preferences for being contacted by us.

The law allows you to withdraw your consent to any particular usage at any time without needing to specify a reason. You can withdraw your consent by emailing denise@cardiac-rehab.co.uk or calling 01420 544794.

We may be obliged to disclose your personal information if legally required to do so, this included fraud detection, health, legal, social care or treatment.

Finance

The Cardiac Rehab Centre will ensure that when collecting sensitive information over the internet such as debit cards, credit cards or personal information that this is done so securely.

The Cardiac Rehab Centre is PCI compliant and uses external Payment Card Industry (PCI) compliant providers to collect this data on our behalf. We do not store PCI data on our own systems.

Website & Social Media

Our website may include links to other websites not owned or managed by Cardiac Rehab. Whilst we try our best to only link with reputable organisations we cannot be held responsible for the privacy data collected by those sites, nor can we accept responsibility or liability for their policies. For this reason, you should consult the Privacy Policy for any external website you link to before you submit and data.

In cases when we use external websites provided by other organisation such as Twitter, YouTube or Facebook, then we ask you to consult their privacy policies.

If you wish to exercise any of your rights as listed below, please write to us at denise@cardiac-rehab.co.uk:

- a) Access your personal information;
- b) Objection to processing of your personal information;
- c) Objection to automated decision-making and profiling;
- d) Restriction of processing of your personal information;
- e) Rectification of your personal information; and
- f) Deletion of your personal data.

No administration fee will be charged to make changes to your personal data.

Upon successful verification of your identity you are entitled to obtain the following information about your personal information:

- a) The purposes of the collection, processing, use and storage of your personal data and the source if it was not obtained from you.
- b) The categories of the personal data stored about you.
- c) The envisaged period of storage for your personal data or the rationale for determining the storage period.
- d) The use of any automated decision-making and/or profiling.

You can make the above request by emailing denise@cardiac-rehab.co.uk or writing to:

Denise Ellis
Cardiac Rehab Centre
Chawton Park Road
Alton
GU34 1RQ

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove anything you think is inaccurate.

Complaints

If you have any questions or concerns about this privacy policy and our privacy practices or if you wish to file a complaint, please contact denise@cardiac-rehab.co.uk call 01420 544794.

You have the right to lodge a complaint with the Information Commissioners Office (ICO) if you believe your data has been processed in a way that does not comply with the GDPR. You can do so by calling the ICO helpline on 0303 123 1113 or via their website.

Review date May 2019