

Association of NHS Charities

Privacy Notice

The Association of NHS Charities is committed to protecting your privacy. This Statement describes how the Association collects and uses your personal information. If you have any queries about how we use your information or this Privacy Notice, please contact our data protection contact on info@anhsc.org.uk.

1. Who we are

The Association of NHS Charities (the 'Association'), a charity registered in England and Wales, charity number 1125687, whose registered office is Suite 68, Lake View House, Wilton Drive, Warwick, CV34 6RG.

2. How do we collect information?

We collect personal information from you in the following ways:

- When you make an enquiry by phone, email or by any other means.
- When you make a booking for an event.
- When you fill in a membership application form on behalf of your organisation.
- When you complete an Association survey.
- Through our use of Google Analytics cookies.
- In some circumstances, we collect contact details from publicly available sources or one of your colleagues will supply your details as part of setting up the charity's membership.

3. What information do we collect?

The type of personal information we collect includes:

- Your name and job role
- Your charity or organisation name
- Contact information including your postal address, email address and telephone number
- Your attendance at our events
- Your IP address and information about how you use our website (for more information on how we do this, please see Section 11 - Cookies).

If you choose not to supply your personal information, we may not be able to respond to your enquiry and, unless someone else from your charity provides their personal data, your charity will not be able to fully benefit from membership of the Association such as the use of 'Member Only' areas of the website and 'Member Only' events.

4. How we use your information

We will use your personal details in the following ways:

- **Transactional purposes:** We may process your information to provide you with the information, goods or services you have requested from us. We will need to use your Personal Data in order to carry out our obligations arising from any contracts entered into between you and us, or at your request, before we enter into a contract.

This will include using your Personal Data in order to respond to your queries and requests, to provide information, goods or services and to process payments.

- **Administration purposes:** We will use your personal information to:
 - a) Create and administer your charity's membership.
 - b) Update the Member Contacts section of our website, which is only available to Members.
 - c) Analyse use of the Association's member services to better organise and provide our services and events.
 - d) Send you information about the Association's activities and the Association newsletter, the Members' Briefing.
 - e) Analyse the use of the website, but we are not able to identify you personally (please see section 11 – Cookies).

- **Carrying out our charitable activities:** We will use your personal information for the legitimate interest of carrying out our charitable activities, which may involve contacting your organisation to provide information and support and organising events for members.

We may also use your personal information for other purposes that you expressly consent to from time to time.

5. **Do we disclose your information to third parties?**

We will not sell our mailing list to any third party organisation or sell information about your web browsing activity.

We may disclose your personal information to our suppliers or service providers in order to provide you with any goods or services you have requested, or if we have your permission, share your information with a contact of the Association. We may also need to disclose your information if required to do so by law to government bodies or law enforcement agencies.

If you book to attend one of our events, we may share your name, organisation and role (but not contact details) with others who have registered or are attending the event. This is to enable more effective networking.

We will share your name, organisation and role with the venue holding the event – you will be notified of the precise venue when making your booking. This is primarily to enable the venue to know who is on their premises in case of evacuation due to fire or a security threat, and we will require the venue to delete these details once the event has finished.

We always aim to ensure that your information is only used by third parties for lawful purposes and in accordance with this Privacy Notice.

6. Where do we store your information?

The Association stores your information digitally on the Association's servers at a data centre located in the United Kingdom and also in hard copy at the Association's office.

From time to time we may send your data to one of the Association's suppliers or service providers, whose staff may be engaged in, among other things, the fulfilment of your event booking or the provision of connected services. By submitting your personal data, you agree that we may share your information with these third parties in accordance with this Privacy Notice, some of which may store data outside the EU, although we will only do so in accordance with applicable law.

We will aim to ensure that your data is treated securely and in accordance with this Privacy Notice.

7. Security to protect your information

We employ appropriate technical and organisational security measures to protect your information from being accessed by unauthorised persons and against unlawful processing, accidental loss, destruction and damage. We also endeavour to take all reasonable steps to protect your information from external threats. However, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our website; any transmission is at your own risk.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our website, you are responsible for keeping this password confidential. We ask you not to share the password with anyone else as it is personal to you.

8. How long do we retain your data?

We will retain certain information in respect of financial transactions for as long as the law requires us to for tax or accounting purposes (which may be up to 6 years after a particular financial transaction).

The Association makes all reasonable endeavours to ensure that your personal information is accurate, kept secure and retained only for as long as is necessary for the purposes for which it is collected. We therefore store your information for as long as you are an employee of, or volunteer for, an organisation that is a member of the Association. When you leave the member organisation, your details will be deleted from our records once we are notified that you have left.

9. Your rights

In accordance with your legal rights under applicable law, you can request information about the personal information that we hold about you, what we use that personal information for and who it may be disclosed to.

You can also request that we:

- (a) correct personal information that we hold about you which is inaccurate or incomplete;
- (b) erase your personal information without undue delay;

- (c) no longer use your personal information for marketing purposes; or
- (d) receive your personal interest in a readable format so that it can be transferred to another organisation.

All of these requests may be forwarded on to a third party provider who is involved in the processing of your personal information.

If you would like to exercise any of the rights set out above, please contact us at info@anhsc.org.uk or write to: The Association of NHS Charities, Suite 68, Lake View House, Wilton Drive, Warwick, CV34 6RG.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office (ICO) www.ico.org.uk.

10. **Links**

Our website includes links to websites operated by other organisations. Please note that if you follow any of these links, the websites provided through them will have their own privacy statements and terms of use. The Association is not responsible for the privacy controls of these other organisations or their websites, so you should read their privacy statements and terms carefully prior to providing any personal information to, or using these websites.

11. **Cookies**

A cookie is a small text file we pass to your computer's hard disk through your web browser so the website can improve or personalise your browsing experience. The use of cookies does not allow us to access any other information on your computer, nor does it affect your experience of using any other websites.

We use cookies to monitor when a user logs into the site: this is a session cookie that expires after 12 hours. This recognises whether the user is identified and logged into the website.

Our website also uses Google Analytics to help us understand the traffic on our website and how we can develop the website to improve it. Cookies used by Google Analytics may track things such as when you visit the website, how long you spend on the website and which pages you visit. It also tracks a user's IP address to determine an approximate geographical location. Information collected in this way is anonymous and individuals cannot be traced; we will not know your specific IP address. For more information on Google Analytics, please see https://en.wikipedia.org/wiki/Google_Analytics

If you want to prevent our cookies being stored on your computer in future, you can change your web browser setting to refuse cookies, or to notify you when you receive a new cookie. You can do this by clicking on the 'Help' or 'Settings' menu. You can also delete these cookies. Please note however that if you disable or delete our cookies your use of our website may be restricted and you may not be able to access all the services or facilities on our site.

For more information about cookies, please see <https://ico.org.uk/for-the-public/online/cookies/>.

12. Changes

We may change the terms of this Privacy Notice from time to time. If we do so, those changes will be posted here so please check the Notice occasionally. By continuing to use our services and our website you will be deemed to have accepted such changes.