



## Imperial Health Charity Privacy statement

Imperial Health Charity is committed to ensuring that your privacy is protected. When we collect personal information about you, we promise to keep this information safe.

In accordance with the Data Protection Act 2018 and the General Data Protection Regulation 2016, this privacy statement sets out how we collect and use personal information and why this is important in enabling us to fulfil our charitable objectives. If you are asked to provide personal information, you can be sure that it will only be used in accordance with this privacy statement.

Imperial Health Charity reserves the right to change this statement and will update the information on this page accordingly. If we change this statement in a way that significantly changes how we use your personal information, we will bring these changes to your attention to the extent reasonably possible.

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#### 1. How do we collect personal information?

We may collect, use and store personal information when you contact us to:

- make a donation
- sign up to take part in a fundraising event

- submit a grant application
- request information or publications, such as our Focus magazine
- apply to volunteer
- appoint volunteers to support a hospital team/service.

You may also be asked to provide personal information if you contact us to:

- make an enquiry about becoming a volunteer
- sign up to become a member of the Staff Arts Club.

We may indirectly collect personal information from independent third parties. This may include fundraising platforms, such as JustGiving, or event organisers, such as the Royal Parks Half Marathon.

## 2. What personal information do we collect?

The personal information we collect about you will depend on how you are involved with the charity's work. This may include your:

- name
- title
- date of birth
- email address
- postal address
- telephone number
- professional organisation, including job title (where relevant).

Where appropriate, you may also be asked to provide information about any health conditions or requirements, and/or the contact details of an emergency contact. For example, when applying to take part in a fundraising event where this information could affect your own safety and the safety of other participants.

If you are submitting an application to become a volunteer, you will be asked to provide further personal information to ensure you are a suitable candidate for taking up a volunteer role within our hospitals. The specific information we will collect is outlined in more detail in our Volunteering Policy.

When applying to volunteer, we will also provide an opportunity for you to disclose equal opportunities data, specifically: ethnicity, religion, sexual orientation, gender status and disability. These questions are entirely optional and are only used anonymously to monitor our efforts to be an inclusive organisation.

Certain 'special categories' of personal information such as information about health, ethnicity and sexual orientation, require higher levels of protection. We only collect and use these types of information in specific circumstances where the law allows us to, and where you have given your explicit consent. For example, we may collect 'special categories' of information via our Flexigrant grants platform where this is directly relevant to the assessment

of a grant application. In these circumstances, the information that we collect is adequate, relevant and limited, and you can contact us at any time to request that it is removed.

Please note that we operate CCTV for security purposes in our offices on the first and second floor.

### 3. How do we use personal information?

We only use your personal information when the law allows us to. Most commonly, we will use it in the following circumstances:

- A. To comply with a **legal obligation** on us.
- B. Where it is necessary for our **legitimate interests** (or those of a third party) and your interests and fundamental rights do not override those interests.

Our legitimate interests include, for example, fundraising, pursuing our charitable objectives including by assessing and providing grants, administering volunteering, company administration, ensuring the security of company property and administering our relationships with business partners and suppliers.

- C. To perform a **contract** we have entered into with you.
- D. (less commonly) Where we need to protect yours or someone else's **vital interests**.
- E. (less commonly) Where it is needed in the **public interest**.
- F. (less commonly) Where we obtain your **consent** – please note you always have the right to withdraw your consent.

We will use your personal information only where there is a clear and legitimate need for us to do so. This includes:

- recording how, when and why you have engaged with us
- processing your donation
- processing your application to volunteer
- supporting your fundraising efforts (e.g. by including Gift Aid claims)
- processing your grant application and/or monitoring the progress of a grant award
- sending you communications about the charity's work and opportunities for you to support us\*
- providing any additional information you have requested and directing you to any relevant services
- communicating with you in general
- to satisfy legal obligations which are binding on us
- for the prevention of fraud or misuse of services
- for the establishment, defence and/or enforcement of legal claims where necessary

- investigating and responding to complaints or similar issues.

\*We will only send you communications by email if you have given us explicit consent to do so. You may update your communications preferences at any time by visiting our website or contacting us using the details at the bottom of this privacy statement.

Depending on the reasons for your involvement with the charity, we may also contact you where there is a legitimate interest for us to do so. For example, if you are a volunteer and we need to make you aware of changes affecting you as a volunteer, such as updates to our Volunteering Policy or new training/compliance requirements.

#### **4. How do we protect personal information?**

We are committed to ensuring that the personal information you share with us is secure. In order to prevent unauthorised access or disclosure of this information, we have put in place appropriate security features and procedures. Your personal information is only accessible by members of staff who have received appropriate training and we regularly review our procedures in order to ensure that this information is being used safely and securely.

#### **5. Do we share your personal information?**

We will never sell or lease your personal information to any other organisation, unless you have given us clear consent or we are required by law to do so. However, we may occasionally share your information with trusted service providers who have been authorised to act on our behalf.

If you volunteer with us in one of our hospitals, we will share your name and contact information with the appropriate staff members at the Trust, who will usually be your Volunteer Supervisor(s). If you apply to volunteer with one of our partner charities, your application will be shared with their representatives for the purposes of interviewing you for the role. Upon appointment, we will share your name and contact information with that partner charity for the purpose of day-to-day management in your volunteer role.

Occasionally, volunteers will have the opportunity to complete accredited training/qualifications with us where we will share basic information, including name and date of birth, to an external training body for the purposes of issuing certificates/qualifications. When required by law, we may disclose your personal information to the police or any other appropriate regulatory authority, or where we are under a legal obligation to do so.

We also reserve the right to disclose your personal information:

- in the event that we buy or sell any business or assets, in which case we will disclose your personal information to the prospective buyer or seller or such business or assets;
- if substantially all of our assets are acquired by a third party, personal information held by us may be one of the transferred assets; and

- in connection with any legal proceedings or prospective legal proceedings, in order to establish, exercise or defend our legal rights.

## **6. International data transfers**

Whilst we are based in the UK, your personal information may be transferred outside the UK and the European Economic Area (EEA) to countries which do not have equivalent data protection law and therefore may have lower security protections and fewer rights for individuals. We sometimes use third parties to process personal information where such third parties will store your personal information in a location outside the UK and the EEA.

Where your personal information is transferred, stored, and/or otherwise processed outside the UK or EEA in a country which does not offer an equivalent standard of protection to the UK or EEA, we will take all reasonable steps necessary to ensure that the recipient implements appropriate safeguards designed to protect your personal information. For instance, we will enter into standard contractual clauses (approved by the European Commission) where appropriate.

If you have any questions about the transfer of your personal information, please contact us using the details below.

## **7. Cookies**

### **i) Introduction**

This section explains how we use cookies and other tracking technologies on our website ([www.imperialcharity.org.uk](http://www.imperialcharity.org.uk)). You can choose not to accept certain of our cookies. If you have accepted but then decide to reject our use of cookies, please disable them following the guidance below.

### **ii) What are cookies?**

Cookies are small files that are placed on your computer or mobile device by a website when you visit it. They contain details of your browsing history on that website and distinguish you from other users. Cookies send data back to the originating website on each subsequent visit or allow another website to recognise the cookie. Cookies are useful because they allow a website to recognise a user's device and, for instance, remember your preferences and generally improve your online user experience.

Although this notice refers to the general term 'cookie', it also applies to similar tracking technologies that we use (such as 'web beacons', 'clear GIFs' and 'pixel tags').

You can find out more about cookies at [www.allaboutcookies.org](http://www.allaboutcookies.org)

### **iii) Why do we use cookies?**

We use cookies to:

- let you navigate and do things on our website (in other words, some cookies are necessary for our website to function).
- collect statistics (the information collected by cookies enables us to improve the website through usage figures and patterns. For example, to see which pages of the website are the most popular and how users are interacting with them).
- analyse how individuals interact with us, so we can improve our services
- ensure our website is secure (for example, to make sure that personal information you give to us does not fall into the wrong hands).

iv) Which cookies do we use?

The table below provides more information about the cookies we use and why.

Name of cookie	Type of Cookie	Provider	Purpose	Duration
_ga	Analytics	Google Analytics	Used to identify users	Session (expires when you leave the site)
_gid	Analytics	Google Analytics	Used to identify users for 24 hours after last activity (in case they revisit the site)	Session (expires when you leave the site)
gat UA-36034350-1	Analytics	Google Analytics	Used to monitor the number of Google Analytics server requests	Session (expires when you leave the site)

We also follow a standard procedure of using log files. These files log information about visitors when they visit websites. The information collected by log files includes internet protocol (IP) addresses, browser type, time stamp and the referring page. The purpose of the information is for analysing trends and security.

v) Accepting cookies

By clicking 'Accept All Cookies' when you visit the website, you consent to our use of cookies as updated from time to time. In particular, you consent to cookies being stored on your computer or mobile device (unless rejected or disabled by your browser).

vi) How you can change your cookie settings

As some of our cookies are necessary for the functioning of our website, you cannot opt-out of our use of those cookies.

If you do not accept our use of cookies as set out above, please click 'Reject all non-essential cookies', or please set your browser to reject cookies. Most browsers let you turn off either all or third-party cookies. What you are able to do depends on which browser you are using. If you do not accept our use of cookies as set out above, you may configure your browser to reject cookies. However, please be aware that this may impair or limit your ability to use the website. The function which enables you to disable cookies is usually found in the options, settings or preferences menu of your browser or mobile device (and we include links for common browsers below).

Click on the links below to find out how to change your cookie settings in:

- [Internet Explorer](#)
- [Firefox](#)
- [Chrome](#)
- [Safari](#)
- [iPhone and iPad](#)
- [Samsung](#)

There is software available which enables you to use settings that allow to you choose which cookies are set on your computer or mobile device, such as the [Ghostery app](#).

You can also opt out of receiving cookies on the website for Google Analytics by visiting <https://tools.google.com/dlpage/gaoptout>.

vii) Updates

We may update this information and so we recommend that you check this section regularly. We aim to notify you of any significant changes by way of a notice on our website or by contacting you directly when reasonably possible.

## **8. Links to other websites**

Our website may contain links to other websites relevant to our work. We are not responsible for the protection and privacy of any information you provide while visiting these sites, which are not governed in accordance with this privacy statement. We advise that you exercise caution and read carefully the privacy statement of each website you visit.

## **9. How long do we keep your personal information?**

Unless still required in connection with the purpose for which it was collected and/or processed, we will generally remove your personal information from our records six to seven years after your relationship with us ends. However, if before this date: (i) your personal

information is no longer required in connection with such purpose(s); (ii) we are no longer lawfully entitled to process it; or (iii) you validly exercise one of your rights of erasure under section 10, we will remove it from our records. If you have any questions about retention periods, you can contact us using the details below.

## 10. How you can control your personal information

Under the Data Protection Act 2018 and the General Data Protection Regulation 2016, you have the right to:

- Request **access** to details of personal information we hold about you and a **copy** of that information. If we are satisfied that you have a legal entitlement to see this information, and we are able to confirm your identity, we will provide you with this information.
- Request that we **delete** the personal information we hold about you, as far as we are legally required to do so.
- Ask that we **correct** any personal information that we hold about you which you believe to be inaccurate.
- **Object** to the processing of your personal information where we: (i) process it on the basis of the legitimate interests ground; (ii) use the personal information for direct marketing; or (iii) use the personal information for statistical purposes.
- Ask for the **provision** of your personal information in a machine-readable format to either yourself or a third party, provided that the personal information in question has been provided to us by you, and is being processed by us: (i) in reliance on your consent; or (ii) because it is necessary for the performance of a contract to which you are party; and in either instance, we are processing it using automated means.
- Ask for processing of your personal information to be **restricted** if there is disagreement about its accuracy or legitimate usage.

Please note that you also have the right to lodge a complaint with the Information Commissioner's Office at [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns). Please always consider raising your concern with us first.

## 11. How to contact us

If you have any questions about this statement, or would like to ask us to change this information or update your preferences, you are free to do so at any time. Please contact us using the details below.

T: 020 3857 9840

E: [info@imperialcharity.org.uk](mailto:info@imperialcharity.org.uk)

You can also write to us at the following address: Imperial Health Charity, 11th Floor, 5 Merchant Square, London, W2 1AY



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Company limited by guarantee, number 09999900.

*This policy was last updated in February 2024.*