



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, 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.

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
- request information or publications, such as our Focus newsletter
- 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. These organisations will only share your personal information with us if you have provided clear consent for them to do so.

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.

How do we use personal information?

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

- 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
- investigating and responding to complaints or similar issues.

*If you are applying for a grant, please refer to our online grants platform, Flexigrant, for full details

**We will only send you communications if you have given us clear consent to do so. You may update your communications preferences at any time by visiting our website or contacting 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.

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.

We will never sell, distribute 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.

Cookies

We use cookies to help provide you with a more personalised service when you visit our website. Cookies are small files which allow web applications to tailor operations to your needs by collecting information about your preferences.

We use cookies to identify which pages on our website are being used. This helps us to analyse data and improve our website for everyone who visits us online. We only use this information for statistical analysis and the data is subsequently removed.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. Cookies do not give us access to your computer or any personal information about you, other than the data you choose to share with us.

When you first visit our website, you will be asked to give your consent for us to continue using cookies. If you choose not to receive cookies, this may affect your experience of using our website.

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.

How you can control your personal information

Under the Data Protection Act 2018, you may request access to details of personal information we hold about you. If you would like 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

You can also write to us at the following address:

Imperial Health Charity
178-180 Edgware Road
London
W2 2DS

Registered charity number 1166084
Company limited by guarantee, number 09999900.

This policy was last updated in November 2019.