

Privacy Statement North West Hospice

This privacy statement sets out how North West Hospice uses and protects any information that you provide us with when you use this website. By registering or placing a donation on this website, you consent to the collection, use and transfer of your information under the terms of this statement.

North West Hospice will endeavour to ensure that your privacy is protected and acts in accordance with the Data Protection Acts 1988 – 2003. If we ask you to provide certain information by which you can be identified when using this website then you can be assured that it will only be used in accordance with this privacy statement.

North West Hospice may change this statement from time to time by updating this page. You should review this page regularly so that you will always be aware of what information we collect, how it is used and under what circumstances, if any, we share it with other parties.

What we collect

We may collect the following information:

- Name and job title
- Contact information including email address
- Donations made by you and information supplied as part of your donation, including address and credit card details.

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping
- Audit/ Revenue purposes
- To improve our services
- To process donation payments
- To contact you if you have given us permission to do so, e.g. newsletters.

Donor Information

Should you make a donation on our website, we will collect your full name, your credit/debit card information, your address and your e-mail address. Your card details will only be utilised for processing your donation via our payment partner, Stripe (see <https://www.stripe.com/ie> for information on this company).

When you make a donation online you are giving us your consent to collect and process your personal data for the purpose of processing your donation.

There may be an occasion whereby you may make a donation on behalf of another donor i.e. relative/spouse. You confirm that the other person appointed you to act on his/her behalf and has agreed that you can give consent on his/her behalf to the processing of his/her personal data, receive on his/her behalf any data protection notices, give consent to the processing of his/her sensitive personal data.

Security

We will endeavour to ensure that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Links to other websites

Our website may contain links to other websites of interest. However, once you use these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

North West Hospice does not collect any personal data about you on this website, apart from the information that you volunteer (for example by e-mailing us, by using our online *Contact Us* form or providing information in connection with a donation). Any personal information which you provide in this way is not made available to any third party, other than as required by law, and is used by North West Hospice only in line with the purpose(s) for which you provided it.

You may request details of personal information which we hold about you under the Data Protection Acts 1988 – 2003. A small fee will be payable. If you would like a copy of the information held on you please write to the Hospice Manager, North West Hospice, Wine Street Car Park, Sligo.

If you believe that any information we are holding on you is incorrect or incomplete, please write to us at the above address or email us at aisling@northwesthospice.ie, as soon as possible. We will promptly correct any information found to be incorrect.

North West Hospice may change its Privacy Policy from time to time and at its sole discretion.