

Privacy Policy

(Last Updated: May 2018)

This website is brought to you by Children's Heart Unit Fund registered charity number 1160831. We are committed to protecting and respecting your privacy.

This policy (together with our terms of use and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting www.chuf.org.uk (the Site) you are accepting and consenting to the practices described in this policy.

For the purpose of the Data Protection Act 1998 up to and including 24 May 2018 and the EU General Data Protection Regulation 2016/679 thereafter (the Data Protection Legislation), we are the data controller (i.e. the company who is responsible for, and controls the processing of, your personal data).

Information we may collect from you

We may collect and process the following data about you:

- **Information you give us**

You may give us information about you by filling in forms on our Site or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you make a donation, request information from, register for an event, sign up to our newsletter and if you report a problem with our Site. The information you give us may include your name, address, e-mail address and phone number, financial and credit card information.

- **Information we collect about you**

With regard to each of your visits to our Site we may automatically collect the following information:

- technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform; and
- information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our Site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number;

this information helps us to build a profile of our users. Some of this data will be aggregated or statistical, which means that we will not be able to identify you individually.

Information about other individuals

If you give us information on behalf of someone else, you confirm that the other person has 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 or her personal data and receive on his/her behalf any data protection notices.

Monitoring

We may monitor and record communications with you (such as telephone conversations and emails) for the purpose of quality assurance and training.

Uses made of the information

We use information held about you in the following ways:

- **Information you give to us**

We will use this information:

- to process any donations you make;
- to provide you with any information you have requested;
- to claim gift aid (where applicable);
- to notify you about changes to our Site; and
- to ensure that content from our Site is presented in the most effective manner for you and for your computer.

- **Information we collect about you**

We will use this information:

- to administer our Site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to improve our Site to ensure that content is presented in the most effective manner for you and for your computer;
- as part of our efforts to keep our Site safe and secure;
- to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you; and
- to make suggestions and recommendations to you and other users of our Site about goods or services that may interest you or them.

- **Information we receive from other sources**

We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

Disclosure of your information

We may disclose your personal information to:

- analytics and search engine providers that assist us in the improvement and optimisation of our Site;
- third parties, in the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets;
- third parties, if all, or substantially all, of our assets are acquired by a third party, in which case personal data held by us about our customers will be one of the transferred assets; and
- third parties, if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements; or to protect the rights, property, or safety of our donors, or others.]

Retention of your information

We will keep the following information for the time periods set out in the table below:

Type of information	When deleted
Gift Aid declarations and associated information (name, address and consent)	7 years after first processed
Name, phone number, email address, post address, website	1 calendar year from last contact
Financial information relating to a donation made to us	7 years

Cookies

- Our Site uses cookies to distinguish you from other users of our Site. This helps us to provide you with a good experience when you browse our Site and also allows us to improve our Site.
- The information we obtain from our use of cookies will not usually contain your personal data. Although we may obtain information about your computer [or other electronic device] such as your IP address, your browser and/or other internet log information, this will not usually identify you personally. In certain circumstances we may collect personal information about you – but only where you voluntarily provide it (e.g. by completing an online form, register for an event or make a donation)
- In most cases we will need your consent in order to use cookies on this website. The exception is where the cookie is essential in order for us to provide you with a service you have requested (e.g. to enable you to register for an event or activity).
- **Consent (browser settings):**
 - If you visit our website when your browser is set to accept cookies, we will interpret this as an indication that you consent to our use of cookies [and other similar technologies] as described in this Privacy Policy. If you change your mind

in the future about letting us use cookies, you can modify the settings of your browser to disable cookies completely

- **How to turn off cookies**

- If you do not want to accept cookies, you can change your browser settings so that cookies are not accepted. If you do this, please be aware that you may lose some of the functionality of this website. For further information about cookies and how to disable them please go to: www.aboutcookies.org or www.allaboutcookies.org

Where we store your personal data

- The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.
- All information you provide to us is stored on secure servers hosted by our third-party processors.

Security

Unfortunately, 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 or integrity of your data transmitted to our Site and you acknowledge that any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Your rights

- **Marketing**

You have the right to ask us not to process your personal data for direct marketing purposes. We will ask you (before collecting your data) if you consent to us using your data for such purposes. Where you do provide your consent, you can opt-out at any time by contacting us at info@CHUF.org.uk.

- **Access to information**

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with Data Protection Legislation.

- **Right to be Forgotten**

In certain circumstances you can request us to delete all information we hold which identifies you. You can make this request at any time by emailing info@chuf.org.uk but please note we may be compelled to maintain your information due to specific legislative or regulatory requirements.

- **Data Corrections**

You have the right to require us to correct any inaccuracies in your data free of charge. You can also exercise this right at any time by contacting us at info@CHUF.org.uk and:

- providing us with enough information to identify you; and
- specifying the information that is incorrect and what it should be replaced with.

- **Third Party Links**

Our Site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Changes to our Privacy Policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our Privacy Policy.

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to info@CHUF.org.uk.