

# Cookie & Privacy Policy

This is the privacy policy for the for Naomi House website. If you have any questions or comments, feel free to email us at [hello@naomihouse.org.uk](mailto:hello@naomihouse.org.uk).

## Privacy policy:

Wessex Children's Hospice Trust is committed to protecting your privacy. We ensure that all your personal information is held securely and safely.

The privacy policy explains how we collect, use and store information, and what that might mean for you. Wessex Children's Hospice Trust holds and processes personal details in accordance with the Data Protection Act 1998 and is registered with the information commissioner (registration no. Z5063145) as a data controller. We process personal data for the following purposes only:

- Maintaining accounts and records
- Provision of Health and other services
- Administrative purposes
- Fundraising
- Your rights

It is your right to request details of the information we hold about you. For a copy of your personal information held by us, write to:

Tom Craig  
Data Controller  
Wessex Children's Hospice Trust  
Naomi House  
Stockbridge Road  
Sutton Scotney  
Winchester  
Hampshire  
SO21 3JE

Together with a cheque for £10 made out to Wessex Children's Hospice Trust. We will respond within 40 days of receiving your letter. Make sure you also send us the cheque (to cover administrative costs) and proof of identity, such as copy of your passport or UK or Irish driver's license or proof of your identity.

For more information about data protection and your rights, see the Information Commissioner's website at [www.ico.org.uk](http://www.ico.org.uk).

## **What information we collect:**

We obtain data from our website and other collection methods for a number of reasons set out above, including providing you with the most useful relevant information about Wessex Children's Hospice Trust. We do this through collecting and analysing both anonymous, or aggregate data, and personal data volunteered by you online or through other collection methods.

In some areas of our website, for example forms, orders and emails we collect personal details such as your name, address, telephone number and email address. We use this information only for the reason you have supplied it or any other reason for which you have given us permission to do so.

Where relevant, information is provided to explain why the data is being collected and how it will be used. In some cases we may ask you to 'opt-in' to receive future communications including email, or text marketing.

In addition to information given explicitly by you, we also collect information about your visit to our website (for example, the date and time of your visit and the pages that you view). This information is not connected to you personally, and is in aggregate form. This kind of data helps us understand how our visitors use our site so that future website development can better meet your needs.

## **Cookies:**

In some circumstances, we collect data from our website using cookies. A cookie is an alphanumeric text file that is sent from a website and stored on your computer's hard drive by your web browser. Cookies allow a website to remember who you are, so that when you visit them again, they recognise you as a visitor and can help you with personalised information in filling out forms, for instance, or signing in. Most browsers allow you to turn off the cookie function. To do this, look at the help menu on your browser.

Wessex Children's Hospice Trust does not routinely use cookies on its site. From time to time, we may use cookies to limit the number of times you are exposed to pop up windows or other advertising. We also sometimes use cookies to track popular points of entry to our site and routes around areas of our site (that is, click paths) during specific appeals or campaigns.

As with other statistics about visitors to our site, this tracking is anonymous and aggregate and does not relate to any information we might hold about individuals. If our usage of cookies changes in the future, this will be explained in our privacy policy.

[www.cookiecentral.com](http://www.cookiecentral.com) is a good place to look if you want more information.

## Why we're interested:

Our policy is to email you only if you have said that you want electronic communication from us. This is in accordance with the Privacy and Electronic Communication Regulations. All our emails will offer you the chance to decline future emails.

## Our Fundraising Promise:

Naomi House & Jackspace are members of the Fundraising Regulator and strive to comply with the spirit and standards set out for charities involved in fundraising. The Fundraising Regulator works to ensure that organisations raising money from the public to do so honestly and properly aware of best practice in the use and exchange of personal data and representing the best interests of their beneficiaries. As members of the scheme, we follow the Code of Fundraising Practice and comply with the key principles embodied in the code.

### **We are committed to high standard**

- We do all we can to ensure that fundraisers, volunteers and fundraising contractors working with us to raise funds comply with the Code of Fundraising Practice and with this Promise.
- We comply with the law including those that apply to data protection, health and safety and the environment.

### **We are honest, open**

- We tell the truth and do not exaggerate
- We do what we say we are going to do
- We answer all reasonable questions about our fundraising activities and costs.

### **We are clear**

- We are clear about who we are, what we do and how your gift is used
- Where we have a promotional agreement with a commercial company, we make clear how much of the purchase price we receive.
- We give clear explanation of how you can make a gift and amend a regular commitment.

### **We are respectful**

- We respect the rights, dignities, and privacy of our supporters and beneficiaries
- We will not put undue pressure on you to make a gift if you do not want to give or wish to cease giving, we will respect your decision.
- If you tell us that you don't want us to contact you in any particular way we will not do so.

### **We are fair and reasonable**

- We take care not to use any images or words that cause unjustifiable distress or offence.

- We take care not to cause unreasonable nuisance or disruption.  
**We are accountable**
- If you are unhappy with anything we've done whilst fundraising, you can contact us to make a complaint.
- We have a fundraising complaints procedure, a copy of which is available on request. If we cannot resolve your complaint, we accept the authority of the Fundraising Regulator to make a final adjudication.

## Respecting your privacy:

As a matter of Wessex Children's Hospice Trust policy, we do not sell, rent or pass on any information about you to other organisations. However, we may share your data with our subsidiary company. If you do not wish us to use this information in this way, please email us at: [admin@naomihouse.org.uk](mailto:admin@naomihouse.org.uk). We may also need to pass on information when required by law or by regulatory body (for example, for a Gift Aid audit by HMRC or if asked by law enforcement agency).

We may provide third parties with overall information about visitors and users to our site, but this information, as explained above, is both aggregate and anonymous. Your privacy is protected.

Occasionally, we employ agents to carry out tasks on our behalf, such as fulfilling orders or processing donations. These agents are bound by our data handling policy to protect your privacy just as we would ourselves.

## Righting wrongs:

We want to make sure the information we hold about you is correct. If you spot any errors, if your contact details change, or you wish to receive information about Wessex Children's Hospice Trust or its subsidiary company let us know. You can contact us by email at [hello@naomihouse.org.uk](mailto:hello@naomihouse.org.uk).

## Safe and secure:

We maintain a high level of physical and electronic security in relation to the collection, storage and disclosure of you information. We take reasonable steps to ensure that any information we hold about you is protected. When processing financial transactions, we use [www.sagepay.co.uk](http://www.sagepay.co.uk) software, which encrypts information given over the internet. The software scrambles data transmitted between your computer and our server, where it is unscrambled securely. However, as we all know, the internet carries risks. While we make every reasonable effort to ensure the information sent to us is done securely, we cannot warrant the security of information transmitted to us through the internet. When you transmit information to us via the internet, you do so at your own risk.

## **Changes to Wessex Children's Hospice Trust privacy policy:**

From time to time, we will make changes to this policy to keep it up to date and relevant. Please make sure you check regularly to see what has changed. If you carry on visiting our site after an amendment has been made, this will constitute your acceptance of any amendments we have made to our privacy policy.

Wessex Children's Hospice Trust is a company limited by guarantee (Number 02601495) and a registered charity (Number 1002832). Our registered office is at Naomi House, Stockbridge Road, Sutton Scotney, Winchester, Hampshire, SO21 3JE.