

Privacy Notice

Thank you for supporting Dove House Hospice Limited (Dove House), you are helping us provide vital care for people in Hull and East Yorkshire. Full details of how we use and protect your personal data, as well as your rights in respect of it, are in our Privacy Policy which you can find by emailing us at data@dovehouse.org.uk or at www.dovehouse.org.uk. A summary of the key points is shown below.

Dove House will process your personal data for the purposes of administration, charity fundraising, personnel matters (where appropriate), fraud prevention, market research, profiling, relationship building and direct marketing and charity regulation.

In most cases, we will only have personal data that you provide to us, but if you use fundraising services such as Just Giving or social media (for example, Facebook), they may share information about you with us if you allow them to do so.

We will not sell your personal data to anybody. We may, however, share relevant parts of it where, for example, we are holding an event with someone else.

The legal basis for the collection and processing of your personal data is that you have given your consent and/or that it is in our legitimate interests to do so in order to support hospice needs in the area and your rights and freedoms are not prejudiced by this.

We will keep your personal data within the European Economic Area and normally expect to retain it for 7 years.

Fundraising and opportunities. We hope you would like to hear from us from time to time by phone, post, email or text message about hospice developments and with opportunities to get involved and help us raise funds in order to help us care for our patients. With your approval, we will use your personal data for marketing, and will tailor our marketing communications, sometimes using automated methods, to determine what we think you will find interesting and relevant (profiling) to help us ensure that you receive relevant communications.

If you allow us to contact you via email and/or text it will save the hospice money.

Your rights. You can change your mind about your contact preferences at any time or can choose to only hear about specific activities (see our Privacy Policy for the options and how to do this) and also have the right to withdraw your consent at any time to our processing of your personal data. If you do withdraw your consent, it will not affect the lawfulness of any processing for which we had consent prior to your withdrawing it and will not prevent us carrying out our processing activities where we are not relying on your consent to do so.

You have the right of access to your personal data and, in some cases, to require us to restrict, erase or rectify it or to object to our processing it, and may also have the right of data portability. You can update your marketing preferences at www.dovehouse.org.uk/data, by emailing us at data@dovehouse.org.uk or by calling 01482 785751. You can use the same email address and phone number to contact us about any query you may have concerning your personal data.

If you have any concerns or complaints about how we are handling your personal data please do not hesitate to get in touch. You can also contact the Charity Commission or the Information Commissioner's Office.

Thank you once again for supporting our work.