

Fair Processing and Privacy Notice

Little Sisters of the Poor is a charity, registered in England and Wales with the Charity Commission (charity number 234434).

Little Sisters of the Poor
St Peter's Residence
2a Meadow Road
London
SW8 1QH

Tel: 020 7735 0788

Email: dpo@lsplondon.co.uk

Website: www.littlesistersofthepoor.co.uk

Name of Data Protection Officer: Sandra Stitch

This notice came into effect on 14th April 2018 and will be reviewed on 14th April 2019. It was approved by the charity's Board of Trustees on 12th April 2018.

This notice will be:-

- Given to individuals when they are asked for their consent to direct marketing (if requested)
- Sent to individuals if / when they give verbal consent either in person or over the telephone (if requested)
- Made available on the charity's website
- Made available at the care homes

This notice sets out the data we may collect and process about our charity's individual donors and supporters, including staff, volunteers and beneficiaries. In many cases, we are required to collect and hold this information by our auditors and other regulators, such as the Charity Commission and HMRC.

In other cases, the information held will be used to tailor the charity's contact with you in ways that are appropriate to your level and type of support and / or the services provided to you by our charity. This contact may include direct marketing, including fundraising appeals. You may opt out of receiving direct marketing and / or fundraising appeals at any time by contacting the Data Protection Officer of the Charity on 0113 278 4101, by email at dpo@lsplondon.co.uk or by ticking the 'opt-out box' on any of our direct marketing materials.

In the course of carrying out the charity's fundraising activities, we may collect and process some or all of the following details:-

- Your name and contact details, including postal address, email address, telephone number(s), and social media usernames where these have been provided by you through an **opt-in** mechanism **or** we believe that we have a legitimate interest in holding your details (either because you are a resident, family member or friend of a resident and / or someone who has donated to our charity in the last two years).

- Donation records, including the donation amount(s), method of payment, date of receipt, which fundraising appeal(s) the donation(s) relate to. This information is legally required for audit purposes and any Gift Aid reclaims.
- Other personal information that has been volunteered by you, such as your bank details, employer and work address, mailing preferences, reason(s) for your interest in our charity. This information will help the charity to administer donations, communicate with you in appropriate ways and help us to comply with data protection legislation.
- Little Sisters of the Poor may, from time to time, collect and hold other information about you from sources in the public domain, for example, the media, including social media, so that fundraising appeals can be tailored to those most likely to support the charity and to ensure that these asks are made at the right time, in the right way, and with an understanding of and respect for donors' interests. The goal of this research is also to avoid, so far as is possible, directing fundraising appeals to those with no interest in the charity's cause, those who lack capacity to donate and / or people in a vulnerable circumstance. You may at any time opt-out of this type of research being carried out, ask to see what information the charity holds about you, and request that personal information gleaned from the public domain be deleted from our database.

The data we hold may be processed in the following ways in order to maximise fundraising efficiency whilst minimising fundraising costs in line with public expectations of keeping overheads to a minimum:-

- We may use the information to reclaim Gift Aid on individual donations, thus significantly increasing the value of donations
- We may analyse how recently a donor or group of donors have donated
- We may analyse how frequently a donor or group of donors have given
- We may analyse the accumulated value / average value of donations from a donor or group of donors
- We may use this information to review our fundraising appeals and / or the frequency of fundraising requests to ensure that we approach supporters in ways that are appropriate to them and keep fundraising costs to a minimum
- We may use the information to tailor bespoke donation requests to individuals based upon their donation history and interests and to ensure that those requests are appropriate, respectful and support the relationships we wish to build with donors

Little Sisters of the Poor will **never** share or sell your personal data with a third party for marketing purposes. The only people with access to your personal data will be nominated and trained Data Controllers and people nominated and trained by them who need to access the data in order to fulfil their management functions. This may include finance and fundraising staff.

Your data will not be stored or transferred outside the EU¹ whilst the UK is a member of the EU. This policy will be reviewed when the UK leaves the EU as the protections currently provided under EU data protection law may be changed or abolished and are outside our control.

¹ Note that this may change once Britain leaves the EU and develops trading relationships with other nations

Your rights

At any time, you may ask for copies of information held about you by our charity and this will be made available once your identity has been verified. This is called a Subject Access Request. Please contact the Data Protection Officer on 0113 278 4101 or at dpo@lsplondon.co.uk

We will also make it as easy as possible for you to opt out of receiving marketing material from our charity should you no longer wish to hear from us and we will seek renewed consent to holding your data if we have not heard from you for a period of two years.

Should you wish to complain about the data we hold about you or the way that it is processed, please contact us in the first instance. If your issue is not resolved you may take your complaint to:

The Fundraising Regulator www.fundraisingregulator.org.uk

The Information Commissioner's Office www.ico.org.uk