



**Little Sisters
of the Poor**
HOSPITALITY AT HEART

PRIVACY NOTICE –SUPPORTERS UNITED KINGDOM

In accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, this Notice sets out what information Little Sisters of the Poor (LSP) holds on its supporters and how that information is processed. It explains how we use that information, how it is protected and the rights of those whose information we hold.

Who we are and Contact Details

The Little Sisters of the poor is the Data Controller for the personal information that we process. The Little Sisters of the Poor care for the elderly poor in the spirit of humble service which we have received from Jeanne Jugan. The Little Sisters of the Poor have the following registered addresses.

England Registered Charity Number: 234434

Provincial Residence
Little Sisters of the Poor
St. Peters Residence
2A Meadow Road
South Lambeth
London
SW8 1QH



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Scotland (Glasgow) Scottish Charity Number: SC1047370

St Joseph's
Little Sisters of the Poor
14 Cumnock Road
Glasgow
G33 1QT

Scotland (Greenock) Scottish Charity Number: SC1047397

Holy Rosary
Little Sisters of the Poor
44 Union Street
Greenock
PA16 8DP

If you have any questions, wish to make a data protection complaint, or you wish to exercise your rights, please contact our Data Protection Officer, using the details below.

Email (England): DPO@LSPLONDON.CO.UK

Email (Scotland): DPO@LSPSCOTLAND.COM

Post: Data Protection Officer
Little Sisters of the Poor
St. Peters Residence
2A Meadow Road
South Lambeth
London SW8 1QH

Title: Privacy Notice Supporters United Kingdom

Version: 2.0

Last Reviewed: June 2026



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Collection of Personal Information

Personal information is information that can identify you or is about you. Please do contact us to provide any updates to your personal information if there are any changes. The Little Sisters of the Poor, or an organisation working on our behalf may request from you and process the following categories of personal information relating to your support.

- Name
- Postal Address
- Telephone Numbers
- Email Address
- Bank Account Details
- Credit/debit card details
- If you are a taxpayer

When using our secure online donation pages, your donation is processed by that party.

If you use your credit or debit card to make a donation, we will only process that information securely and in accordance with the Payment Card Industry Data Security Standard. The Little Sisters of the Poor do not store your credit or debit card information.

What your information will be used for

The Little Sisters of the Poor will use the information provided for the following activities.

- To process any donations we receive, including the processing of Gift-Aid.



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- For providing information about campaigns and appeals and how you can help support The Little Sisters of the Poor as well as promoting our work.
- To keep records of our relationship with you and contact you about events and marketing.

Lawful Basis for processing

Personal information can only be processed when there is a lawful basis for processing. The Little Sisters of the Poor use the following.

Consent: You have given Little Sisters of the Poor consent to send you information, returned an appeal form. You may change your mind and withdraw this consent at any time by contacting us.

Legitimate Interest: The Little Sisters of the Poor have a legitimate interest in contacting those who have supported us in the past or provided contact details. This includes providing information on appeals, information, and campaigns. You can opt out of receiving this information by contacting us.

Legal Obligation: The Little Sisters of the Poor has a legal obligation to process your data when you donate.

Performance of a Contract: The Little Sisters of the Poor is providing an event, or fundraiser that you want to be party to.

Sharing of Information

The Little Sisters of the Poor will not sell or share your personal information with other third parties except when there is a legal obligation e.g. (HMRC) or the information is needed to process your donations.



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The Little Sisters of the Poor will not transfer your personal data outside of the UK or European Economic Area without appropriate assurance there is equivalent protections.

Information Security

The Little Sisters of the Poor have in place organisational and technical measures to provide security to your information. This includes restricted access to your personal information to those Sisters, Staff and Volunteers whose role requires them to process your information. The Little Sisters of the Poor is compliant with the PCIDSS.

How Long is your information kept

The Little Sisters of the Poor only keep your personal information for as long as it is necessary to fulfil the purpose it was collected for, including satisfaction of legal requirements. At the end of the retention period your information will be confidentially and securely destroyed. This is currently 8 years from your last donation.

Your rights

Under Data Protection Legislation you have the following right

1. You have the right to be informed about how and why your data is being used (Covered by this Privacy Notice)
2. The right to access the personal information we hold about you and obtain a copy of that information.
3. You have the right to rectification; ask us to correct any data we have which you believe to be inaccurate or incomplete by informing our Data Protection Officer.
4. You have the right to ask that we erase any of your personal data which is no longer necessary for the purpose we originally collected it for.



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5. You may also request that we restrict processing if we no longer require your personal data for the purpose, we originally collected it for, but you do not wish for it to be erased.
6. You have the right to data portability; you can request the personal information provided by yourself be exported in a universal format so it can be imported into another system
7. You have the right to object. If we are processing your data as part of our legitimate interests as an organisation or in order to complete a task in the public interest, you have the right to object to that processing. We will restrict all processing of this data while we look into your objection – please contact us to do so.
8. You have the right not to be subject to automated decision-making including profiling.

To exercise any of these right please contact the person or Home you provided your personal information to, or The Little Sisters of the Poor's Data Protection Officer (Contact details in Contact Details and Who We Are Section)

Raising a Complaint

If you would like to make a complaint about how we have dealt with your request(s), or how we use your information, please contact:

Greg Mintern

Data Protection Officer

Email (England): DPO@LSPLONDON.CO.UK

Email (Scotland): DPO@LSPSCOTLAND.COM

Post: Provincial Residence
Little Sisters of the Poor
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If you are not satisfied with our response to your complaint, you are able to raise the issue and complain to our regulator, The Information Commissioner's Office (ICO), they can be contacted in the following ways:

Post: Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Online: <https://ico.org.uk/global/contact-us/>