**Privacy Notice: Donors**

This Privacy Notice is aimed at donors to QVH Charity.

**What we do**

Queen Victoria Hospital NHS Foundation Trust (‘**QVH**’) is a specialist NHS hospital providing life-changing reconstructive surgery, burns care and rehabilitation services for people across the South of England. We are a centre of excellence, with an international reputation for pioneering advanced techniques and treatments. Everything we do is informed by our passion for providing the highest quality care, the best clinical outcomes and a safe and positive patient experience.

Since 1996, QVH Charity has provided funding for equipment and other improvements that are above and beyond what the NHS funds to help support the life changing care provided at Queen Victoria Hospital.

**What information does QVH Charity collect about you?**

|  |  |
| --- | --- |
| Personal details | Your name; |
| Contact details | including your address, personal email address and telephone number; |
| Payment details | including details of your bank account. |

**How we collect your information**

QVH Charity may collect the above information about you in a variety of ways:

* **from you directly when you contact us regarding a donation**, such as through our donor form or directly when you contact us via email, letter, telephone or in person.

**Storing your information**

* We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.
* Your data is kept securely and access is only given to authorised personnel on a strictly need to know basis.
* **Updates from QVH Charity.** We use a third party email marketing service based outside of the Uk and EU. There are specific data security assurrances in place which can be viewed [here](https://mailchimp.com/gdpr/).

**How we use your information**

Only to contact you about updates relating to QVH Charity. We may ask you about your hobbies and interests in order to help us plan suitable events and enhance your experiences.

**Who we share your information with**

We will not share your information with any party outside of QVH Charity unless we have explicit consent from you or are required by law to do so.

**Why does QVH process personal data?**

QVH needs to process your personal data for the following purposes:

* **Recording of donations.** This is necessary to meet legal/regulatory obligations.
* **Communication.** In order to acknowledge donations and keep you updated with QVH Charity information.

**Your rights**

Under certain circumstances, by law you have the right to:

* **Request access** to your personal information.
* **Request** **correction** of your information if it is inaccurate or incomplete.
* **Request deletion** of your information in certain circumstances, where there is no need for us to continue processing it.
* **Object to the processing** of your information
* **Request the restriction** **of processing** of your information.
* **Withdraw your consent** where we are using your data for a particular purpose based on your consent.

If you have any questions, a complaint or wish to enforce any of your rights set out above, please contact [qvh.dataprotection@nhs.net](mailto:qvh.dataprotection@nhs.net)

You have the right to complain to the Information Commissioner's Office (the "ICO") if you are not satisfied with the way we use your information. You can contact the ICO by writing to The Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF - Telephone: 01625 545700. Or by using this link https://ico.org.uk/global/contact-us/

**Changes to this privacy notice**

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.