

# Health Communication Resources (UK)

## Privacy Policy

March 2018

### 1. Health Communication Resources

This policy relates to Health Communication Resources UK (HCR UK) which includes all areas of our charitable work in the UK and overseas.

### 2. Our Principles

Our relationship with all of our contacts is really important to us, and we will do all that we can to give you confidence about the way in which we look after and use your personal data and other information you provide to us.

We undertake to:

- Do everything we can to make sure that personal data is up to date and accurate;
- Only use personal information in the ways we need to, and the ways in which we have been asked to;
- Make it easy for donors, supporters and beneficiaries to contact us, and to change their preferences about how we get in touch with them, and the information which we send to them;
- Always do everything we can to make sure that information about donors, supporters, beneficiaries and staff is stored securely, and can only be accessed by those who are authorised to see it as part of their work for us;
- Never share personal information with anyone else, unless we are legally required to do so.

Any concerns or questions should be addressed to HCR UK's Business Manager, who serves as the organisation's Data Protection Officer. He can be contacted by email at [iain@h-c-r.org](mailto:iain@h-c-r.org), or by writing to HCR UK, Pilgrim House, 51-63 St Dunstons Road, Worthing, West Sussex, BN13 1AA.

### 3. Our Policy

We collect data from individuals and organisations with whom we come into contact for any reason, but only if we have a good reason to do so. For example, we maintain simple records of our donors and supporters so that we are able to keep in touch with them and deliver the information they have asked for.

We also collect detailed personal data from our volunteers, staff, trustees and partners, so that we can support them in their relationship with us.

In some circumstances, where there is a specific need, we will retain health information. An example of this would be when a volunteer or trustee travels abroad on HCR UK business.

#### **4. The information we collect**

Generally, the information we collect will include an individual's name, date of birth, address, telephone number or email address, plus any other information they choose to provide to us.

Health data may be collected, but only when there is a specific need for it. An example of this would be when a volunteer or trustee travels abroad on HCR UK business.

#### **5. Our use of cookies**

A 'cookie' is a small file which contains letters and numbers which, when a website is visited, is downloaded onto a computer or mobile device. The cookie file helps a computer to recognise a computer or mobile device and gathers information about how the user has used the web site. HCR UK may use this information from cookies to help us improve the site.

A website user may opt to restrict the use of cookies on their computer. Advice on how to do this is available at [www.aboutcookies.org](http://www.aboutcookies.org).

#### **6. How we use the information we collect**

We use personal information to:

Provide donors, supporters and beneficiaries with the information, news, support and services they have requested;

Ensure that attendance at any events and activities is properly planned and that patrons receive all the information they need;

Provide donors, supporters and beneficiaries with news and information about our plans. We aim to only send information that is relevant to the recipient, which may include fundraising information. We will only send this information if we have their consent to do so, or where we believe that they would expect to receive the information or update from us. If a recipient wants to change their preferences or is concerned about any information they receive from us, they contact us at any time through [hcruk@h-c-r.org](mailto:hcruk@h-c-r.org).

We will only disclose any information that is held about a donor, supporter, beneficiary or staff member if we are legally required to do so. This would only apply if disclosure was necessary to ensure their personal safety or the safety of another person, or if we needed to comply with a valid response from a competent authority.

#### **7. Registration under the data protection act**

Following completion of the ICO registration self-assessment questionnaire, it was deemed that HCR UK is not required to be registered under the Data Protection Act with the Information Commissioners Office is not required.

Consequently the trustees are aware that data we hold can only be used:

- To establish or maintain membership or support

- To provide or administer activities for people who are members of, or regular contact with, HCR UK
- Between people and organisation necessary to carry out HCR UK activities

## **8. Who can access data?**

The personal information provided by donors, supporters, partners, beneficiaries, staff and trustees will be accessible only to staff who are authorised to access it for the sole purpose of carrying out the business of HCR UK. Limited information will also be available to our trustees and volunteers, if they have a specific need to access that information to fulfil their role for HCR UK.

We will not pass any information to any other agency or organisation for marketing activities. We will not pass on any personal information about the use of our services, including our website or social media accounts.

## **9. Information Security**

We take security of the information we hold very seriously, and we take measures to ensure that it is secure, regardless of whether it is held as electronic data or in any other format. We have measures in place to ensure that it is safe from improper access, alteration and loss (see our **Data Protection Procedural Notes** for details.)

## **10. How personal information can be accessed**

We encourage donors, supporters, beneficiaries, staff and trustees to contact us if they wish to update their personal information or contact preferences via the following ways:

In writing to:                   HCR UK  
   Pilgrim House  
   51-63 St Dunstons Road  
   Worthing  
   West Sussex  
   BN13 1AA

By email to:                   hcruk@h-c-r.org

By telephone:               07712 132776

Donors, supporters, beneficiaries, partners, staff and trustees have the right to see any information that we hold on them.

## **11. Updates to this Policy**

This policy statement is Version 1.0, dated 16<sup>th</sup> March, 2018. It will be updated from time to time, as legislation, guidelines and best practice changes. Updated versions of this policy will be made available as changes become necessary.