

MHA Privacy Notice

Related to Processing of Personal Information of MHA Supporters

Your privacy is important to MHA (Methodist Homes). This privacy notice provides information about the personal information that MHA collects about you whether online, via phone, mobile, email, letter or other correspondence and your rights. It refers to information collected from our supporters which include our donors, fundraisers and fundraising volunteers, our advocates and individuals who support the charitable aims of the organisation. By providing us with your personal information you will be agreeing to your information being used in the ways described in this notice.

1. Personal Information Collection

Personal information is information that can be used to identify you or is about you. MHA may request from you and process the following Personal Information (P) and Special Categories of Personal Information (S):

- Name (P)
- Postal address (P)
- Telephone number (P)
- Mobile number (P)
- Email address (P)
- Bank Account Details (P)
- Debit/credit card details (P)
- Whether you are a UK tax payer (P)
- Information relating to a specific activity may require additional information e.g. medication (S), emergency contact details (P), date of birth (P).
- Photos (P)

MHA may collect personal information about you when you ask about our activities, make a donation to us, register for an event, engage with our social media, order products and services (such as newsletters), or otherwise give us personal information.

We do not usually collect special categories of personal information about you unless there is a clear reason for doing so, such as participation in an event where we need this information to ensure we provide appropriate facilities for you. We will ensure that special category personal information is only retained for the length of time required to fulfil the service required.

If you use your credit or debit card to donate to us, we will ensure your payment is processed securely and in accordance with the Payment Card Industry Data Security Standard. We do not store your credit or debit card details following the completion of your transaction. All card details and validation codes (CVC) are securely destroyed once the payment or donation has been processed. Only staff authorised to process payments will be able to see your card details.

When you are using our secure online donation pages, your donation is processed by a third party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions.

2. Processing of Personal Information & Legal Basis

MHA will only process Personal Information:

- To process any donation(s) we receive from you.
- For administration purposes - e.g. to contact you about an event you have registered for or about a donation you have made.
- To provide you with any specific information you have requested.
- To send you regular communications which you have requested. This could include asking you to help us raise or donate money for our charitable causes. This will always be in accordance with our Supporter Promise.
- To invite you to participate in research or surveys.
- To help us to campaign on issues affecting older people
- To analyse and improve the services we offer.
- Where it is required or authorised by law - e.g. the financial conduct authority (FCA) require us to keep financial transaction information for 7 years.

The Legal Basis for this processing is that you have completed a form to opt-in to communications. You may change your preferences, opt-out, at any time.

Legal requirements

We may update your contact preferences based on information you have provided to the Fundraising Preference Service (FPS) or other such public registers. This is a legal requirement imposed on MHA to ensure that we are honouring your contact preferences. Any preference made through the FPS will override previous preferences received by MHA.

Keeping your information up to date

It is in our best interest to keep our records and your personal information up to date. We periodically use data correction services to assist with keeping our records as accurate and up to date as possible. This will inform us if you have moved or are reported to be no longer at the address we hold for you. It also checks our records for any individuals who may be deceased. We may also use third party information services such as Blackbaud Mailwise to help us keep our records as accurate as possible, to understand our supporters and tailor our communications to the ones we think you will be most interested in.

If you do not want MHA to update your information using this service you have a right to opt-out of this service.

3. Information Sharing

MHA will not sell or swap your data with any third parties. We will not share your information with any third party for marketing purposes.

We use carefully selected third party service providers, agents or other associated organisations for the purposes of completing tasks and providing services to you on our behalf (to process donations and to send you mailings). They will only use the data to carry out the required task and will not share it.

4. Transfers to other countries

MHA will not transfer your Personal Information outside of the European Economic Area.

5. Securing your information

MHA takes our duty to protect your personal information and confidentiality seriously. We are committed to taking all reasonable measures to ensure the confidentiality and security of personal data for which we are responsible, this includes precautions to prevent the loss, misuse or alteration of your personal information.

MHA uses computer systems and physical security to ensure that access to your personal information is only allowed on a need to know basis.

Our online donation services are always encrypted. When you are on a secure page a lock icon will appear on your web browser.

6. Retention of Personal Information

Your Personal Information required for the agreement will be retained as follows	
Record	Retention Time
Personal information	7 years from the last donation, if you have given a donation. 2 years since your last contact with MHA if you have not given a donation.
Special Categories of Personal Information	6 months after completion of the activity it was collected for.

The information you have provided will be retained and used for two years after your last communication with MHA unless you ask for your details to be deleted. However if there is a legal requirement for us to retain your data we will do so for that purpose - e.g. we may need to retain your contact details if you have made a donation.

If you request to receive no further information from us your data will be stored on a suppression list to ensure that we do not contact you in future.

7. Your Rights in relation to your Personal Information

- a. the right to be informed – covered by this Privacy Notice;
- b. the right of access – you have the right to make a Subject Access Request asking for information about, or copies of, the information we hold and the way it is used;
- c. the right to rectification – you may update or amend the information we hold about you if it is incorrect. We will also use data correction services to aid with this, which you can opt-out of us using.
- d. the right to erasure – request the deletion or removal of personal information where there is no compelling reason for its continued processing;
- e. the right to restrict processing – you can request the we stop any processing if the information we are processing is incorrect;
- f. the right to data portability – you can request the personal information provided by yourself, be exported in to a universal format so it can be imported into another system;
- g. the right to object – to processing relating to marketing and profiling;
- h. the right not to be subject to automated decision-making including profiling.
- i. the right to lodge a complaint with the Information Commissioner’s Office (<http://ico.org.uk>).

8. Contact

We will only contact you if you have given us your permission to do so unless it is required or authorised by law. We will only use the means of communication you have asked us to.

You can change your mind at any time about how we keep in touch with you by calling 01332 221641 or emailing supportercare@mha.org.uk.

The Data Protection Officer can be contacted via

- Email DataProtectionOfficer@mha.org.uk
- Phone 01332 221893
- Post Data Protection Officer
Methodist Homes
Epworth House
Stuart Street
Derby, DE1 2EQ

The Fundraising Preference Service can be contacted via

- Online [The Fundraising Preference Service](#)
- Phone 0300 3033 517
- Post Fundraising Regulator
2nd Floor
CAN Mezzanine Building
49-51 East Road
London
N1 6AH

Blackbaud (Mailwise) can be contacted via

- Email solutions@blackbaud.co.uk
- Phone 0207 921 9607
- Post Blackbaud Europe Ltd
5th Floor, Shackleton House
4 Battle Bridge Ln
London
SE1 2HP

This Privacy Notice will be updated from time to time. The latest version can be found on MHA's intranet or MHA's web site (www.mha.org.uk/PrivacyPolicy)