

Privacy Policy

We want everyone who supports Full Circle Fund Therapies [FCFT], or who comes to us for support, to feel confident and comfortable with how any personal information you share with us will be looked after or used. This Privacy Policy covers Full Circle Fund Therapies and its hosted projects such as the Connecting Reiki with Medicine [CRwM] project. This Privacy Policy sets out how we collect, use and store your personal information (this means any information that identifies or could identify you).

The FCFT Privacy Policy may change so please remember to check back from time to time, this is version 1 and was last updated on the 10th May 2018. Where we have made any changes to this Privacy Policy, we will make this clear on our website or contact you about any changes.

We are committed to treating you with respect and openness. The following sets out details of our Privacy Policy.

1. Who we are
2. How we collect information about you
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1. Who we are

Here at Full Circle Fund Therapies (FCFT), we are committed to protecting your personal information and making every effort to ensure that your personal information is processed in a fair, open and transparent manner.

We are a "data controller" for the purposes of the Data Protection Act 1998 and (from 25 May 2018) the EU General Data Protection Regulation 2016/679 ("Data Protection Law") also known as GDPR. This means that we are responsible for, and control the processing of, your personal information.

For further information about our privacy practices, please contact our Data Protection Officer by:

- Writing to Full Circle Fund Therapies, c/o Northfields Prospect, 12 Putney Bridge Road, London, SW18 1PE
- Calling us on 020 8725 5503
- Emailing us at supporters@fullcirclefund.org.uk

2. How we collect information about you

Everything we do, we do to ensure that we can help people experiencing a life threatening or life limiting diagnosis get both our support and respect. We want to make sure you receive the communications that are most relevant to you, be it through visiting our website or receiving emails, post or phone calls. We want to make sure you receive the best attention when you book on an event, become a member, join one of our appeals, receive a referral for treatment or make a donation.

We collect information from you in the following ways:

When you interact with us directly: This could be if you ask us about our activities, register with us for one of our hospital based therapy support programmes, training or an event, make a donation to us, ask a question about our work, purchase something, apply for a job or volunteering opportunity or otherwise provide us with your personal information. This includes when you phone us, visit our website, make a purchase from us, or get in touch through the post, or in person.

When you interact with us through third parties: This could be if you provide a donation through a third party such as Just Giving, Total Giving or Virgin Money Giving or with an online entry organization such as SiEntries or Eventbrite, where you provide consent for your personal information to be shared with FCFT for example for the purposes of attending an event and for gift aid.

3. Information we collect and why we use it

Personal Information

Personal information we collect includes details such as your name, date of birth, email address, postal address, telephone number as well as information you provide in any communications between us. You will have given us this information whilst making a donation, registering for an event, or any of the other ways to interact with us.

We will mainly use this information:

- To process your donations or other payments, to claim Gift Aid on your donations and verify any financial transactions.
- To provide the services or goods that you have requested.
- To update you with important administrative messages about your donation, an event or services or goods you have requested.
- To comply with the Charities (Protection and Social Investment) Act 2016 and follow the recommendations of the official regulator of charities, the Charity Commission, which require us to identify and verify the identity of supporters who make major gifts so we can assess any risks associated with accepting their donations.
- To keep a record of your relationship with us.
- Where you volunteer with us, to administer the volunteering arrangement.

If you do not provide this information, we will not be able to process your donation, sign you up for a particular event or provide goods and services you have requested.

We may also use your personal information:

- To contact you about our work and how you can support FCFT (see section 5 on 'Marketing' below for further information).
- To invite you to participate in surveys or research.
- To invite you to participate in fundraising and special VIP events

Sensitive Personal Information

If you share your personal experience or the experiences of a friend or relative, we may also collect this health information. If you provide us with any Sensitive Personal Information by telephone, email or by other means, we will treat that information with extra care and confidentiality and always in accordance with this Privacy Policy and the Privacy Policy of the hospital that is our primary base if this is also the hospital where you received FCFT service.

You can of course decide if you want to remain anonymous, if you are happy to share your personal details with staff members or if you would like us to share your story with the media or other parties as part of our work telling people's personal stories about Full Circle (for example, on our blog or podcasts) in which case, you will be asked to sign an FCFT consent form that conforms to consent forms provided by our primary Hospital Trust and/or Medical School.

A special note about the Sensitive Personal Information we hold

Data Protection Law recognises that some categories of personal information are more sensitive. We will only use this information:

- For the purposes of dealing with your enquiry or evaluating the services we provide.
- We will not pass on your details to anyone else.
- Where you have given us your express consent or otherwise clearly indicated to us (for example, by submitting your story through our 'Your Stories' website page) that you are happy for us to share your story, then we may publish it on our blog, podcast or in other media.

4. *Legal basis for using your information*

We will only use your personal information where we have your consent or because we need to use it in order to fulfil a contract with you (for example, because you have placed an order on our website).

5. *Marketing*

We will only contact you about our work and how you can support FCFT by phone, email or text message, if you have agreed for us to contact you in this manner.

However, if you have provided us with your postal address we may send you information about our work such as a newsletter and how you can support FCFT by mail unless you have told us that you would prefer not to hear from us in that way.

You can update your choices or stop us sending you these communications at any time by contacting supporters@fullcirclefund.org.uk or clicking the unsubscribe link at the bottom of the relevant communication.

6. *Sharing your information*

The personal information we collect about you will mainly be used by our staff (and volunteers) at FCFT so that they can support you.

We will never sell or share your personal information with any other organisation.

7. Keeping your information safe

We take looking after your information very seriously. We've implemented appropriate physical, technical and organisational measures to protect the personal information we have under our control, both on and off-line, from improper access, use, alteration, destruction and loss.

8. How long we hold your information for

We only keep it as long as is reasonable and necessary for the relevant activity, which may be to fulfil statutory obligations (for example, the collection of Gift Aid).

9. Your rights

You have various rights in respect of the personal information we hold about you – these are set out in more detail below. If you wish to exercise any of these rights or make a complaint, you can do so by contacting our Data Protection Officer at Full Circle Fund Therapies, c/o Chicksand, Gordon Avis, Northfields Prospect, 12 Putney Bridge Road, London, SW18 1PE, by email at supporters@fullcirclefund.org.uk and by telephone 020 8725 5503

You can also make a complaint to the data protection supervisory authority, the Information Commissioner's Office, <https://ico.org.uk/>

- **Access to your personal information:** You have the right to request access to a copy of the personal information that we hold about you, along with information on what personal information we use, why we use it, and how long we keep it for. You can make a request for access free of charge. Please make all requests for access in writing, and provide us with evidence of your identity.
- **Consent:** If you have given us your consent to use personal information (for example, for marketing), you can withdraw your consent at any time.
- **Rectification:** You can ask us to change or complete any inaccurate or incomplete personal information held about you.
- **Erasure:** You can ask us to delete your personal information where it is no longer necessary for us to use it, or you have withdrawn consent.
- **Restriction:** You can ask us to restrict the personal information we use about you where you have asked for it to be erased.

Please note, some of these rights only apply in certain circumstances and we may not be able to fulfil every request.

To find out more about this policy and how we look after your personal information, contact our Supporter Relations supporters@fullcirclefund.org.uk or on 020 8725 5503.

