

# Harefield Transplant Club Privacy Policy

Harefield Transplant Club is devoted to helping to inform and support people on the waiting list and their families for heart or lung transplants, as well as providing encouragement and support for those that have gone through transplantation. The club is active in promoting awareness of transplantation and the potential change in quality of life post-transplant.

Harefield Transplant Club is a registered charity (1060656).

## **Policy summary**

The club will respect any personal data you share with us and keep it safe. We aim to be transparent when we collect and hold your data, we will not do anything you wouldn't reasonably expect.

## **Collecting data**

The charity has a legitimate interest to store and process your data. Personal data means data which relates to an individual who can be identified from that data.

We use a 3<sup>rd</sup> party online platform – MemberMojo, to collect and store all personal details of club members. MemberMojo is fully compliant with current GDPR legislation. Details of MemberMojo privacy policy can be found here:

[membermojo Help - Privacy Policy](#)

You explicitly provide your consent for the club to record and store your personal information when completing the application, either paper or online.

A 3<sup>rd</sup> party (friend or relative) may pass on your personal details to us for a specific purpose. For example, one person is making a multiple person booking for the annual celebration weekend they may provide personal details of all participants within the party booking.

We will only hold and process your details for the purpose of completing the task for which your details were provided to us.

The Membership Secretary is our Data Protection Officer if you have any queries please contact via post or email. Contact details can be found at:

[Harefield Transplant Club \(membermojo.co.uk\)](#)

[www.harefieldhamsters.org.uk](http://www.harefieldhamsters.org.uk)

## **Information we collect when you become a member**

When you become a member of the club we ask you to provide personal information such as:

- Name
- Address
- Date of birth
- Date and type of transplant
- Ancillary information; for example, thoracic hospital if not Harefield, any additional/further transplants
- Contact numbers
- Email address
- Partner's name

## **How the information is used**

The data is held to allow for contacting club members via email or post for a variety of reasons including:

- Issuing the quarterly newsletter
- Notification of events relevant to the club i.e. annual celebration weekend, hospital meetings and seminars
- Issuing of significant transplant anniversary pins
- Reclaiming Gift Aid

By requesting that information is emailed, you agree to your name and email address to being emailed to the automated emailing facility – MailChimp - [Marketing, Automation & Email Platform | Mailchimp](#).

## **Access to your information**

We ensure that there are appropriate controls in place to protect your personal details. The Membership Secretary and Secretary hold secure passwords to MemberMojo. Current committee members have access to your information when necessary. Additionally, seconded members or those assisting in the clubs' work are allowed access to your information.

Your information is stored on MemberMojo a 3<sup>rd</sup> party online membership database platform. Access to editing/updating any information on MemberMojo is restricted to 2 administrators and is password protected. Any information held on individual laptops is protected with proprietary anti-virus software.

## **Keeping your information up to date**

If any of your personal details change, it is helpful to let us know; please contact the Membership Secretary. GDPR rules means that Harefield Hospital are not able to provide the club with any information on any of the members. If you wish to have your information deleted, then please contact the Membership Secretary.

Members data will not be retained once the Membership Secretary has been informed that a member has passed away.

Committee meeting minutes are kept for 7 years as are the accounts. HMRC require that Gift Aid lists are retained for 7 years. If a member does not wish to renew their personal details will be deleted from MemberMojo.

Life/honorary members of the club are required to provide explicit consent to store their special category data i.e. health condition/date of transplant.

All other members will provide explicit consent upon renewal of their membership.

### **Sharing your story**

If you wish the club to publicise your story it will be likely included on the website and other transplant promotional/awareness raising mediums. You will need to consent to your story being publicised.

### **Other organisations**

We use Vaccoda IT ([Web Design Agency Bromley | Creative Website Design | Vaccoda \(vaccodadesign.com\)](#)) to manage our MailChimp campaigns which gives them access to view your personal data only.

Vaccoda IT only access personal data captured via MailChimp for the purpose of adding the personal data to a mailing database only associated with the Harefield Transplant Club. The information captured is Surname, Forename Name and Email address.

The club uses social media such as Facebook and Twitter which are inherently insecure. Similarly, emails are not a secure medium.

### **External Auditor**

All financial transactions are available to the clubs' auditor(s). This may include personal information which is provided in order to meet statutory requirements.

### **Use of cookies**

All websites visited use cookies. Essentially a cookie is information that a website transfers to your computer so the website can remember who you are.

### **Data Security**

All information is stored securely on the online membership platform – MemberMojo. Any changes made on the platform are mirrored across backup servers in real-time and hourly encrypted backups are sent to a second secure data centre.

GDPR legislation states a charity is allowed to use and share your personal data only where there is a proper reason to do so. We must have consent to do this.

## **The General Data Protection Regulation**

The charity is fully compliant with all GDPR legislation.

### **Asking for information held**

If you require a copy of the information held about you, please contact the Membership Secretary. This is called a data subject access request (SAR) the club should respond to all requests within 28 days. For security reasons, we will require proof of identity. Further details on SAR can be found here:

[Preparing and submitting your subject access request | ICO](#)

### **What are your rights**

Harefield Transplant Club is the Data Controller

MemberMojo is the Data Processor.

If you have any general questions about your rights or want to exercise your rights, please contact the Membership Secretary who is the Data Protection Officer.

If you have any concerns about the way your data is being used, then please contact the Data Protection Officer who will seek to resolve any issues or concerns that you may have.

The club is a registered member of the UK data protection regulator - Information Commissioners Office (ICO).

You have the right to lodge a complaint with the ICO where you feel that your personal information is being used in a way that you believe does not comply with the legislation:

[Make a complaint | ICO](#)