



Friends of Salisbury Medical Practice Privacy Notice

The Friends of Salisbury Medical Practice (FSMP) Charity understands and respects the importance of your privacy and we are committed to safeguarding any personal information you share with us.

This Privacy Policy sets out how we collect, use and store your personal information (this means any information that identifies or could identify you.)

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1. Who we are

The Friends of Salisbury Medical Practice is a registered Charity with the following objective:

To provide the relief of sickness, disease and human suffering as well as the promotion of health for the patients of the Salisbury Medical Practice and for the public benefit of people residing or working in the general area of Salisbury, in particular but not exclusively, by providing and assisting in the provision of facilities, support services, equipment, training and education, not normally provided by the doctors or the statutory authorities.

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 processor for the purposes the Privacy and Electronic Communications Regulations 2003 and the EU General Data Protection Regulation (GDPR) 2016/679. This means that there may be times where we also process your information for a particular purpose. The purposes for which we use your information are set out in this Privacy Notice.

For further information about our privacy practices, please contact FSMP Charity Administrator at Fisherton House, Fountain Way Salisbury, Wiltshire SP2 7FD.



2. How we collect information about you

We want to make sure that 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 that you receive the best attention when you become a member or make a donation.

We collect information from you in the following ways:

- **When you interact with us directly:** This could be when you make a donation to us, apply to become a member, register as a volunteer or otherwise provide us with your personal information. This includes when you phone us, visit our website or get in touch through the post, or in person.
- **When you interact with us through a third party:** This could be if you provide a donation through a third party e.g. health care professional and provide your consent for your personal information to be shared with us.
- **When you visit our website:** We gather general information which might include the pages you visit most often or the information which is of most interest to you. Wherever possible we use anonymous information which does not identify visitors to our website.

3. Information we collect and why we use it

Personal Information

Personal information we collect includes details such as your name, email address, postal address, telephone number and credit/debit card details (if you are making a donation), as well as information you provide in any communications between us.

We will mainly use this information:

- To process your donations, to claim gift aid on your donations and verify any financial transactions.
- To update you with important administrative messages about your donation.
- To keep a record of your relationship with us
- When 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 or provide information that you have requested.

We may also use your personal information:

- To contact you about our work and how you can support FSMP
- To invite you to participate in surveys

4. Legal basis for using your information

The Law says:



- a) We must let you know why we collect personal information about you;
- b) We must let you know how we use any personal information we hold on you;
- c) We need to inform you in respect of what we do with it;
- d) We need to tell you about who we share it with or pass it on to and why; and
- e) We need to let you know how long we can keep it for.

We will only use your personal information where we have consent or because we need to use it in order to fulfil a contract with you (for example, because you are a member and we wish to inform you about the annual general meeting).

There are other lawful reasons that allow us to process your personal information and one of those is 'legitimate interests'. This means that the reason that we are processing information is because there is a legitimate interest for FSMP to process your information to help us to achieve our vision. Wherever we process your personal information under the 'legitimate interest' lawful basis we will take into account your rights and interests and will not process your personal information if we feel that there is an imbalance.

Examples of where we have legitimate interest to process your personal information are where we contact you about our work via post, or for complying with guidance from the Charity Commission.

5. Marketing

We will only contact you about our work and how you can support FSMP by phone, email, 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 and how you can support FSMP by mail unless you have told us 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 (add email address) 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 FSMP staff so that they can support you.

We will never sell or share your personal information with organisations so that they can contact you for any marketing activities. Nor will we sell any information about your web browsing activity.



FSMP may share your information with our trusted partners who work with us to deliver our services, but processing this information is always carried out under our instruction. An example of this is help in processing donations and claiming Gift Aid.

7. Keeping your information safe

We take the security of your information very seriously and we will do everything we can to ensure that your information is always protected and secure. We will regularly update our processes and systems and ensure that our staff are properly trained.

8. How long we hold your information for

We carefully consider any personal information that we store about you, and we will not keep your information for longer than is necessary for the purposes as set out in this Privacy Notice and to fulfil statutory obligations (for example, the collection of Gift Aid).

9. Your rights

Access to your personal information: You have the right to see what information we hold about you and to request a copy of this information along with information on what personal information we use, why we use it, who we share it with, how long we keep it for and whether it has been used. Please make all requests in writing, and provide us with evidence of your identity.

Right to object: You can object to our processing of your personal information where we are relying on a legitimate interest and there is something about your particular situation which makes you want to object to processing on this ground.

Consent: If you have given us your consent to use personal information (for example 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.

Erase: You can ask us to delete your personal information where it is no-longer necessary for us to use it, you have withdrawn consent, or where we have no lawful basis for keeping it.

Restriction: You can ask us to restrict the personal information we use about you where you have asked for it to be erased or where you have objected to our use of it.

10. Cookies

A Cookie is a name for a small file, usually of letters and numbers, which is downloaded onto your device, like your computer, mobile phone or tablet when you visit a website.



Cookies let websites recognise your device, so that the sites can work more effectively, and also gather information about how you use the site. A cookie, by itself, can't be used to identify you.

We use cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you come to our website and allows us to improve the user experience.

You can opt out of all cookies (except the strictly necessary ones). You can find out how to control and delete cookies in your browser.

11. Monitoring

We regularly review and update our Privacy Notice. This Privacy Notice was last updated on **04/06/2018**.

Any queries about this policy should be forwarded to (add charity email address).