



# Heart Failure Warriors NI

## Privacy Policy

### Our contact details:

Name: Heart Failure Warriors Northern Ireland

Address: 22 Laurel Heights, Banbridge, BT32 4RJ

E-mail: [info@heartfailurewarriorsni.com](mailto:info@heartfailurewarriorsni.com)

Website: <https://heartfailurewarriorsni.com/>

Date: 29 February 2024

### The type of personal information we collect

We currently collect and process personal data when you access the services we offer. Depending on the service you use, the way we collect data may include but is not limited to the following:

- Telephone or e-mail contact – name, email address and query details.
- Event sign up – name, email address, telephone, address, job title, organisation, photographs and payment details (for paid events only).
- Online feedback or research surveys – name, organisation, email address and comments.
- Subscription to newsletters and/or membership

In all instances where we collect the data from individuals it is in order to deliver our charitable activities and services.

### How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To provide you with the services, products and information that you have requested via our website;
- To provide you with updates about what we do, our events and activities where you have given consent to be contacted by subscribing through our website;
- For administration purposes such as keeping your feedback and/or enquiries on record;
- To send you newsletters if you have subscribed, or signed up as a member;
- To process your donations

We also receive personal information indirectly, from the following sources in the following scenarios:

- From our third party partners with whom you choose to interact, for example websites such as Paypal when making a donation or a third party providing our merchandise. This can include information such as your name, postal address, email address, phone number, your geographic location, credit/debit card details.

We use the information that you have given us in order to:

- To provide you with the services, products and information that you have requested via our website;
- For administration purposes such as keeping your feedback and/or enquiries on record;
- To process your donations
- To fulfil your membership and send you newsletters

We will never share your information with third parties, unless it is necessary to deliver our services. Examples of this include, but are not limited, to:

- Sharing data with our event venues for security and safety purposes, or to ensure our accessibility obligations are met;
- Sharing data with payment providers in response to donations made by you;
- Sharing data with our merchandise provider in response to purchases made by you.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- a) Your consent. You are able to remove your consent at any time. You can do this by contacting: [info@heartfailurewarriorsni.com](mailto:info@heartfailurewarriorsni.com)
- b) We have a contractual obligation.
- c) We have a legal obligation.
- d) We have a vital interest.
- e) We need it to perform a public task.
- f) We have a legitimate interest.

### **How we store your personal information**

Your information is securely stored. We retain your personal data for as long as is considered necessary for the purpose for which it was collected (including as required by applicable law or regulation, typically 6 years). In addition, personal data may be securely archived with restricted access (and other appropriate safeguards) where there

is a need to continue to retain it. Financial records, including those of event payments and refunds, will be retained for a minimum period of six years from the end of the financial year in which the payment was made in order to comply with statutory obligations.

Personal information that we no longer need is securely deleted. Some personal information may be retained by us in archives for statistical or historical research purposes although we will do this in a manner that complies with applicable data protection law.

We continually review what personal information and records we hold, and delete what we no longer required. We do not store payment card details once the transaction has been completed.

### **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at email: [info@heartfailurewarriorsni.com](mailto:info@heartfailurewarriorsni.com) if you wish to make a request.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [info@heartfailurewarriorsni.com](mailto:info@heartfailurewarriorsni.com)

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>