



## **Welcome to the Family Nursing & Home Care (FNHC) Privacy Policy**

### **Fundraising, Membership and Friends of Family Nursing & Home Care**

When you use Family Nursing & Home Care services, you trust us with your information. This Privacy Notice is meant to help you understand what data we collect, why we collect it and what we do with it. This is important; we hope you will take time to read it carefully.

**Last modified: December 2018**

Family Nursing & Home Care aims to provide you information about the charity, its services and events. To do this, with your permission, we keep records about you. This information is stored on paper or held on computer.

These records may include:

- Basic details about you, such as name, address, date of birth,
- Financial records for Direct Debit processing purposes.

As you use our services, we want you to be clear how we're using your information and the ways in which you can protect your privacy.

### **Our Privacy Policy explains:**

- What information we collect and why we collect it.
- How we use that information.
- The choices we offer, including how to access and update information.

We've tried to keep it as simple as possible, but if you're not familiar with terms, such as cookies or IP addresses, then please read the [Key Terms Document](#) first.

Your privacy matters to Family Nursing & Home Care, so whether you are new to FNHC or a long-time user, please do take the time to get to know our practices – and if you have any questions, contact us at [dpo@fnhc.org.je](mailto:dpo@fnhc.org.je).

### **Information that we collect**

We collect information to provide the services that you have signed up to and also to make you aware of additional services provided by Family Nursing & Home Care that you may be interested in.

Your information is used to ensure that:

- Staff managing the fundraising services for the organisation have accurate, up to date information to help them communicate with you according to your communication preferences.

- There is a good information base for fundraising, to assess and help improve the type and quality of events and campaigns
- Services meet the needs of local communities
- Your concerns can be properly investigated should a problem arise or a complaint be raised

### **Information you give us.**

In order to provide services such as fundraising and events or membership and friends Services we ask for personal information as stated above.

We also capture data for donations received, we ask for personal information such as your name, address, email address, telephone number, financial information and date of birth.

When you subscribe to each different service we will make it clear what personal information you need to provide. If you are unwilling to supply the personal information required for us carry out the service you have selected then we may be unable to process your request.

Before you tell us the personal information of another person you must obtain that person's consent to both the sharing and the use of that personal information under the terms of this notice.

### **Information we get from your use of our online services.**

We collect information about the services you use, such as when you visit our website. This information includes:

#### **Log Information**

When you use our online services or view content provided by Family Nursing & Home Care, we automatically collect and store certain information in server logs. This includes:

- Details of how you used our service, such as your search queries.
- Internet protocol address.
- Cookies that may uniquely identify your browser.

#### **Location information**

When you use Family Nursing & Home Care services, we may collect and process information about your actual location. We use technologies to determine location, including IP address.

#### **Cookies and similar technologies**

We use various technologies to collect and store information when you visit the Family Nursing & Home Care website and associated sites, and this may include using cookies or similar technologies to identify your browser or device.

We also use these technologies to collect and store information when you interact with services we offer. We use Google Analytics to analyse the use of our website.

Information we collect when you are signed in to a Family Nursing & Home Care service, in addition to information we obtain about you, may be associated with your Family Nursing & Home Care record. When information is associated with your record, we treat it as personal information.

For more information about how you can access, manage or delete information that is associated with your Family Nursing & Home Care record, visit the transparency and choice section of this policy.

### **How we use the information that we collect**

Family Nursing & Home Care may use your personal information for a variety of purposes, depending upon the service you have requested or are using.

In addition, where agreed with you, we may tailor our communications and dealings with you to better reflect your needs and preferences, such as sending you newsletters, or to make you aware that an event similar to one recently attended by you is being scheduled.

### **Information that we share**

For the purposes of taking payment from you we will share payment details with a recognised payment handling agent.

### **For external processing**

Card payments made online are processed by our payment processors in compliance with the payment card industry data security standard (PCI-DSS) published by the PCI Security Standards Council. Cards details are not shared with ourselves.

Card payments taken over the phone are processed using an approved credit card terminal provided by our payment processor in compliance with the payment card industry data security standard (PCI-DSS) published by the PCI Security Standards Council. We will never store card details collected in this way and redact/shred any written card numbers after collection.

For the purpose of collecting membership dues, we collect your bank account details when setting up a regular direct debit. This data is held in locked cabinets and is only accessible by staff employed for managing memberships. The bank account details collected are passed to a data processor for processing using BACS.

### **Transparency and Choice**

People have different privacy concerns. Our goal is to be clear about what information we collect, so that you can make meaningful choices about how it is used.

We may wish to provide you with information about new services, including products, fundraising events, courses or new services from Family Nursing & Home Care which may be of interest to you, and we may invite you to take part in market research. We may contact you by email (or in some cases by mail) to tell you this information, but we will obtain your consent before contacting you with “direct marketing” in this way.

We will ensure that any direct marketing communications you receive from Family Nursing & Home Care provide a simple way for you to decline or change your mind about further marketing. For example, in emails Family Nursing & Home Care may provide you with an 'unsubscribe' link, or an email address to which you can send an opt-out request. Family Nursing & Home Care will take steps to stop any direct marketing to which you object, or in respect of which you withdraw your consent, within a reasonable period of time sufficient to allow for the change to be administered after being told of your objection or withdrawal of consent.

If you tell us that you no longer wish to receive Family Nursing & Home Care's direct marketing communications we will take steps to respect your modified direct marketing preferences and will keep a record of your request so as to avoid contacting you again in the future with direct marketing content.

You may also set your browser to block all cookies, including cookies associated with our services or to indicate when a cookie is being set by us.

If you would like to access, manage or delete information that is associated with your Family Nursing & Home Care record please contact us at [dpo@fnhc.org.je](mailto:dpo@fnhc.org.je)

## **Your Rights**

You are entitled to:

- be informed about the ways in which we store and use your personal information.
- request copies of, and/or access to your personal information through a subject access request sent to [dpo@fnhc.org.je](mailto:dpo@fnhc.org.je).
- request that your personal information be corrected where inaccurate or incomplete.
- request that your personal data be deleted (or that we stop using your personal data) where it is no longer necessary.
- request a copy of your personal information in a machine readable format to send to another data controller.
- request a manual intervention in any automated decision making process
- request that we stop sending you direct marketing communications

In some cases, these rights are subject to certain conditions and limitations. If you would like more details about these rights, or to exercise any of your rights, please contact us at [dpo@fnhc.org.je](mailto:dpo@fnhc.org.je).

Any request received will be processed within one calendar month of Family Nursing & Home Care accepting your request.

To help us identify the personal information you are referring to, please include any details that will enable us to locate the relevant personal information.

In order to be sure that your personal information is not disclosed to an imposter, we will require you to provide us with proof of identity before any action is taken or personal information is disclosed.

## **Retention of Information**

We will keep your details on record until we have completely dealt with your request, enquiry, or our contract with you, and then for a reasonable period afterwards, in accordance with data protection, other applicable legislation and our retention policy.

## **Changes to Privacy Notice**

We may change this policy from time to time to reflect changes in the law and/or our privacy practices. We will update the date last modified at the top of this document whenever we do that.

We encourage you to check this policy (and any other policies we have provided to you) for changes, for example when you revisit our websites.

## **Notification**

There is an exemption for Charities to notify the Data Protection Commissioner of the purpose for which personal information is processed. Although FNHC is a charity, due to the type of information that we hold, we choose to make a voluntary notification to the Commissioner

The details of this notification are publicly available at <https://oicjersey.org/>

## **Complaints**

You have a right to lodge a complaint with the Office of the Information Commissioner if you feel that your personal information has not been dealt with appropriately by Family Nursing & Home Care:

The Office of the Information Commissioner  
One Liberty Place  
Liberty Wharf  
La Route De La Liberation  
St Helier  
Jersey  
JE2 3NY  
Email: [enquiries@OICjersey.je](mailto:enquiries@OICjersey.je)

## **Contact us**

Family Nursing & Home Care Le Bas Centre  
St Saviours Road  
St Helier, Jersey  
JE2 4RP  
Or telephone: 01534 443600  
Email: [enquiries@fnhc.org.je](mailto:enquiries@fnhc.org.je)

[www.fnhc.org.je](http://www.fnhc.org.je)