



New Start

The Wythenshawe Hospital Transplant Fund

Privacy Policy.

This Policy explains when and why we collect personal information about people how we use it and how we keep it secure.

Any Questions regarding this privacy policy can be emailed to info@newstartcharity.org or phone 0161 945 2166

Who are we?

New Start Charity (Wythenshawe Hospital Transplant Fund) Reg. Charity No.1049067

How do we collect information from you?

We obtain information about you when you contact us for example as a recipient, making a donation or organising a fundraising event

What type of information is collected from you?

The personal information we collect might include your name, address, email address, transplant details.

If you make a donation online or purchase a product from us, your card information is not held by us, it is collected by our third party

payment processors, who specialise in the secure online capture and processing of credit/debit card transactions.

We do hold bank Account details for those who have supplied them to us, e.g for making payments direct to their accounts and in relation to standing orders for payments in to the 200 club

How is your information used?

We may use your information to:

- process a donation that you have made;
- process orders that you have submitted;
- 200 Club;
- notify you of changes to our services;
- Send you communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals, other fundraising activities such as the Transplant Games

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). We will hold your personal information on our systems for as long as is necessary for the relevant activity

Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

When you are using our secure online donation pages, your donation is processed by a third party payment processor (Paypal) who specialises in the secure online capture and processing of credit/debit card transactions. If you have any questions regarding secure transactions, please contact us.

Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about the vital work we undertake at the Transplant Centre, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

You can change your communication preferences at any time by contacting us by email: [info @newstartcharity.org](mailto:info@newstartcharity.org) or telephone on 0161 945 2166.

How you can update your information

The accuracy of your information is important to us. If you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: info@newstartcharity.org or write to us at: The Transplant Centre, Wythenshawe Hospital, Southmoor Rd, Manchester M23 9LT Alternatively, you can telephone 0161 945 2166.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely. When you are on our secure web payment page, a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems...

Use of 'cookies'

Like many other websites the New Start website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual..

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

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Review of this Policy

We keep this Policy under regular review. This Policy was last updated in January 2018.