

Privacy Policy

The League of Friends of the Kent & Canterbury Hospital CIO ('the League') is committed to protecting and respecting your privacy.

The League does not collect or store personal information about people who visit our website.

Any questions regarding this policy and the League's privacy practices should be sent by email to ekh-tr.leagueoffriends@nhs.net or by writing to: The Charity Manager, League of Friends, Kent & Canterbury Hospital, Ethelbert Road, Canterbury, Kent CT1 3NG. Alternatively, you can telephone 01227 864030.

Who are we?

Established in 1953 (registering as a Charitable Incorporated Organisation in February 2014), the League is a registered charity which supports patients, staff and visitors by purchasing gifts for the hospital and by providing valued services. Our aims are largely achieved by the fundraising efforts of our eight city and village groups and by providing services, namely: three hospital shops, a daily Ward Trolley Service and a Library Trolley Service.

How do we collect information from you?

We obtain information about you when you become:

- a volunteer or paid member of staff;
- a voting member of the League;
- an approved supplier;
- when you make an online donation;
- when you provide information when making a donation, eg, on a letter, or donation/sponsorship form.

What type of information is collected from you?

The personal and business information we collect might include your name, address, email address, mobile and/or landline telephone numbers. Additional information will be requested if you are applying to volunteer or for paid employment. If you make a donation online, 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. Details held for business purposes will only be retained for those purposes and until any financial and audit requirements are fulfilled.

How is your information used?

We may use your information to:

- send you meeting agendas and minutes, together with any supporting documentation;
- process a donation that you have made;
- seek your views or comments on the services we provide or intend to provide;
- notify you of changes to our services;
- send you communications which you have requested or that may be of interest to you. These may include information about campaigns, appeals, our bi-annual newsletter, gift presentations, other fundraising;
- advertise a fundraising event;
- process a grant or job application;
- to facilitate paid employment;
- to facilitate volunteering positions;
- in order to provide last minute/emergency cover in the League's hospital shops it may be necessary for the shops' management to contact paid staff or volunteers out-of-hours from their homes. To facilitate this, under a legitimate interests basis, home telephone numbers for paid staff or volunteers may be securely stored in the homes of the shops' management;
- monitor staff conduct, disciplinary matters, legal proceedings or requests;
- for good practice, regulatory and audit purposes;
- in reference to provision and payment of goods.

Marketing

The League does not carry out direct marketing.

Retention Periods

The League reviews its retention periods for personal and business 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 personal and business information on our secure computer or in our locked offices for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract held with the League.

Right to Erasure

You have the right to have your data erased and for processing to cease in the following circumstances:

- Where the personal data is no longer necessary in relation to the purpose for which it was originally collected and/or processed.
- Where consent is withdrawn.
- Where you object to processing and there is no overriding legitimate interest for continuing the processing.
- The personal data was unlawfully processed or otherwise breached data protection laws.
- To comply with a legal obligation.
- The processing relates to a child.

We can refuse to comply with a right to erasure in respect of the exercise or defence of legal claims.

Access to Your Personal Information

Individuals are entitled to view, amend, or delete their personal information which we hold. Any authorised personnel within a business is also entitled to view, amend, or delete the information held for the relevant business.

Email your request to ekh-tr.leagueoffriends@nhs.net or telephone 01227 864030.

You have the right to ask for a copy of the information the League holds about you at any time using the above contact details. The information will be sent or emailed to you within one month of the date the request was received. We can refuse to respond to certain requests and can, in circumstances where the request is excessive, charge a fee.

How you can update your information

The accuracy of your information is important to us. If your personal or business information changes or the information we hold is inaccurate or out of date, please email us on: ekh-tr.leagueoffriends@nhs.net or telephone 01227 864030. Alternatively, please contact the Shops' Manager on 01227 864035.

Who has access to your information?

The League will not sell or rent your information to third parties.

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

For paid employment purposes, the League will share only the information required by Kreston Reeves LLP, the administrators of the League Payroll and the Hospital Trust for the purposes of obtaining a DBS.

The League may be required to share paid staff details with the auditors for the annual audit, and other regulatory organisations.

This Privacy Policy applies only to the League. You are encouraged to read the privacy statements of other third parties where applicable. The League cannot be responsible for the Privacy Policies and practices of other companies.

How is your information stored?

When you give us personal or business information, we take steps to ensure that it is held securely either on the League's secure East Kent Hospitals Trust's computer network, in a Trust locked filing cabinet or securely at the home of the Shops' Management or the home of a League of Friends' group officer.

Personal and business information is held and securely stored by either the Shops Manager, Charity Manager or Hon. Treasurer. An officer from each of the League's eight city and village groups is responsible for securely storing personal information relating to their respective group.

Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive communications from us then you can select your choices by ticking the relevant boxes on the League's General Data Protection Regulations Consent form, a copy of which can be obtained by emailing ekh-tr.leagueoffriends@nhs.net or telephone 01227 864030.

16 or Under

The League is concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please obtain your parent/guardian's permission beforehand whenever you provide us with personal information.

Transferring your information in/outside of Europe

The information which you provide to us will not be transferred to countries inside or outside the European Union, unless part of a business activity for the purpose of an agreed contractual procurement.

Data Protection responsibilities within the League

Data Controller	: League of Friends K&CH
Investigating Data Security Breach Officer	: Chairman, LOF K&CH
Data Processors:	
- Responsible for holding/processing data for Shops Volunteers/ Paid Staff and Shops' Suppliers	: Shops Manager
- Responsible for holding/processing data for Groups/Voting Members/ Library Trolley Service	: Charity Manager
Supervisory Authority – National body responsible for data protection	: Information Commissioner's Office

Further Information

For further information on how your information is used, how we maintain the security of your information and your rights to access information we hold on you, please contact the Charity Manager on:

Admin Office	: ekh-tr.leagueoffriends@nhs.net
Telephone	: 01227 864030
Address	: League of Friends Kent & Canterbury Hospital Ethelbert Road, Canterbury, Kent CT1 3NG

Individuals have the right to complain to the Information Commission's Office if they think there is a problem with the way the League is handling their data:

Telephone	: 0303 123 1113
Email	: casework@ico.org.uk
Website	: ico.org.uk

Review of Policy

This Policy was last updated in September 2025.