

# Privacy Policy

The Wakefield Hospice website is owned and managed by:

Wakefield Hospice, Aberford Road, Wakefield, WF1 4TS

This is also our registered office.

Our registered Charity Number is 518392.

## **WEB POLICY**

Wakefield Hospice make every effort to ensure that all the information provided on our own and third party websites is as up-to-date and correct as possible. However, we cannot guarantee that this information is totally free of inaccuracies, errors and/or omissions.

We do not accept any liability (as far as permitted by law) for any loss arising from any use/misuse of, or reliance on the information obtained through this site.

## **PRIVACY POLICY**

By submitting personal information in an online document, email or otherwise, you consent to our use of the information for the purpose(s) for which it was provided, for example: to respond to your enquiry.

Wakefield Hospice is committed to protecting the personal information that is supplied by our donors or which may be collected whilst using this site i.e. any personal information which may be used to help recognise your identity.

The information provided will be held on our computers, which are based in the UK. This privacy policy only relates to the Wakefield Hospice website ([www.wakefieldhospice.org](http://www.wakefieldhospice.org)) and cannot be withheld in relation to third party sites – these sites should have their own privacy policies for you to browse.

## **SECURITY & DATA PROTECTION**

Wakefield Hospice is respectful to the privacy of the visitors to its website and works in accordance with the Data Protection Act 1984 and 1988, as well as codes and recommendations created by the Institute of Fundraising and Fundraising Standards Boards (FRSB), in respect of any personal information received.

Whilst every precaution is taken to ensure effective security measures are in place, Wakefield Hospice cannot guarantee that information sent by email or via the internet will not be intercepted or decrypted and therefore accepts no liability for such occurrence.

The information you provide will be used only by Wakefield Hospice to profile your interests, preferences and requests. Unless required by law, regulatory or other legally

binding authorities, or until consent is given to do so from the donor, Wakefield Hospice will not intentionally disclose personal information to any third parties.

## **COOKIES**

Cookies are used only for the signing in process. When you sign in a cookie is laid down to identify the permissions of the user (Admin, Author, Registered User, etc). It does not collect any personal information or browsing habits.

Wakefield Hospice uses Google Analytics for statistical and analysis purposes to improve website services. Like many services, Google Analytics uses cookies to track visitor interactions. These cookies are used to store information such as what time the current visit occurred, whether the visitor had been to the site before and what site referred the visitor to the webpage.

No personal information will be collected or stored by Wakefield Hospice through the use of Google Analytics.

## **ONLINE PAYMENTS**

We are registered with the secure online payment system PayPal, who manage all payments via our web site.

All payments and donations made online will be acknowledged with an email receipt.

Unfortunately, Wakefield Hospice is unable to refund any donations made online.

## **CONTACT INFORMATION**

Wakefield Hospice welcomes any feedback and/or comments you may have regarding this Privacy Policy. If, for whatever reason, you believe that we have not adhered to this policy, please do get in contact with us:

Tel: 01924 213900

Fax: 01924 214042

Email: [fr.manager@wakefieldhospice.co.uk](mailto:fr.manager@wakefieldhospice.co.uk)