

YOUR DETAILS

Help us get it right!

Help us to make sure that your details are up to date and that we know your contact preferences by completing the form below and returning it to our Fundraising Team.

Title	<input type="text"/>	Forename(s)	<input type="text"/>
Surname	<input type="text"/>		
Home address	<input type="text"/>		
Postcode	<input type="text"/>	Date of birth	<input type="text"/>
Email address	<input type="text"/>		
Telephone no.	<input type="text"/>		

GIFT AID DECLARATION

Gift Aid doesn't cost you anything, but we can claim an extra 25% on top of your donation from the HMRC if you are a UK taxpayer. It can also be backdated for any donations you have made in the past four years.

- I am a UK taxpayer and I want to Gift Aid any donations I make in the future or have made in the past four years to Willowbrook Hospice. As a taxpayer I understand that if I pay less Income Tax and/or Capital Gains Tax then the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.
- I am NOT a UK taxpayer.

Signature _____ Date _____

Please notify Willowbrook Hospice if you:

- ✓ want to cancel this declaration
- ✓ change your name or home address
- ✓ no longer pay sufficient tax on your income and/or capital gains

Please note:

If you pay Income Tax at the higher or additional rate and want to receive the additional tax relief due to you, you must include all your Gift Aid donations on your Self-Assessment tax return or ask HM Revenue and Customs to adjust your tax code.

Marketing declaration: We promise to never sell your details to any third party. We would like to keep you up to date with our work by sending you a twice yearly newsletter and information on future events and campaigns that we think you might be interested in.

How do you prefer us to contact you? Please tick all that apply.

- Post Email Phone

If you would prefer us to remove you from our mailing list please tick this box.

Please detach this form and return it to: **Data Protection, The Fundraising Manager, Willowbrook – The Living Well, Borough Road, St Helens WA10 3RN**



Data Protection

How we keep our donor information safe



DATA PROTECTION

Frequently asked questions about your details

Why do we need your support to help us care for local people?

Willowbrook Hospice is a charity, and we rely on donations from the local community to make sure that we can offer our special medical care free of charge to local people with cancer and other life limiting illnesses.

What do we do with your donation?

We bank all of the money donated, and enter every single donation onto our database. Of course, we write and thank everybody for their kindness! Your donations are used to provide care to local people who need our help in the hospice, providing specialist medical care, physiotherapy and occupational therapy, as well as a range of holistic support and care that includes care for the family.

What do we need your details for?

Your name, your address and contact details are important so that we can write and thank you for your donations, contact you if we have an administrative query, and keep a record of your donations.

If you take part in an event, we will record all of the details that we need to know and are related to that event on your record, such as t-shirt size and emergency contacts. All of our donations income is audited to ensure that we record your money correctly.

How can we contact you?

We would like to keep in touch with you and tell you about what is happening in the hospice, and all about the events that you might like to get involved in through a twice yearly newsletter and event invites. You can of course ask us not to send you this information at any time.

Please note that if you ask us to remove you from our mailing list, you will NOT receive ANY event literature including Light Up a Life, and Moonlight Walk etc.

We will only phone you if we need to clarify any details for administrative purposes if you have given us your number; and we will email you only if you tell us you prefer to be contacted in this way.

How do you make sure that the database is up to date?

We really appreciate it when people let us know if their details change so that our records are up to date. Many people forget to tell us, and so we use a professional company to analyse our database once a year to check that our address details are correct, and to identify donors who have moved, gone away, or are deceased. All data is dealt with securely and in strict confidence.

Are my details safe?

Every donation is recorded on a secure database to provide an income summary and a clear auditable financial trail. We use a specialist password protected charity database programme called Donorflex to manage all of our donor records. Each donor record has a unique donor number and contains all of the basic details of the donor that we need. **We never sell your details to anybody else. All staff and volunteers sign a confidentiality agreement.**

All of your paper records are kept for seven years so that they can be audited by an independent accountant, and so that they can be inspected at any time by HMRC.

We are registered with the **Information Commissioners Office**, we have internal **Information Governance** and a **Data Protection Officer**, we are registered with the **Fundraising Regulator** and we are regulated by the **Charity Commission**.

Any concerns?

Concerns, compliments and complaints can be referred The Fundraising Manager at the address below.

You have a legal right to inspect or have a copy of any information we hold about you. If you would like access to, or a copy of, all of the information we hold about you, please contact:

**The Fundraising Manager
Willowbrook – The Living Well
Borough Road
St Helens
WA10 3RN**

