

NATIONAL HEART & LUNG FOUNDATION (NHLF) PRIVACY POLICY

Summary: Our relationship with our enquirers and supporters, and our respect for their privacy, is of great importance to National Heart & Lung Foundation. We will only use personal data you provide us with to enable us to respond to your enquiries or, if necessary, to contact you with regard to your support of NHLF. We will not contact you for any other reason, and will not pass your personal data on to anyone else.

Introduction

National Heart & Lung Foundation (NHLF) is committed to protecting and respecting your privacy. For the purposes of the General Data Protection Regulation (GDPR) and any subsequent UK legislation covering data protection the Data Controller is NHLF. The person responsible for data protection in the organisation is Ms Rose Du Boulay, Executive Assistant to the Trustees, and if you have any questions about this Policy or concerning your personal information please contact her at foundation@nhlf.info or call 0207 351 8180, or write to her at National Heart & Lung Foundation, Guy Scadding Building, Dovehouse Street, London SW3 6LY. This notice describes how we collect and use personal data about you, in accordance with the General Data Protection Regulation (GDPR), the Data Protection Act (2018) and any other national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK ('Data Protection Legislation'). This Policy may change from time to time and, if so, we will advertise any significant changes on our website.

The information we may collect

We may collect information from you whenever you contact us or have any involvement with us, for example when you contact us in any way including online, email, phone or post. The information may include the following:

- your personal details (such as your name and/or address);
- our correspondence and communications with you;
- information about any complaints and enquiries you make to us.

Supplier personal data will normally be held under the legitimate interest basis.

What we may do with your personal information

We will only use the data you provide us with to enable us to respond to your enquiries, or, if necessary, to contact you regarding your support of NHLF. We will not contact you for any other reason and will not pass your personal data on to anyone else. We may process your personal data where we are legally required or permitted to do so - for example making our correspondence files and therefore your personal details available for audit purposes, where they will normally be held under the legal obligation basis.

How we hold the data

We understand the importance of security of your personal information and take steps to safeguard it with the careful use of security, password access and encryption. In the event of any suspected data security breach we will notify you and any applicable regulator where we are legally required to do so. Only authorised persons have access to your information; in practice this means the Trustees' Executive Assistant and our Auditors. Electronic data is held within the ICT resources provided by Imperial College London. We comply with their codes of practice for information security and use of the resources.

How long we hold the data for

We will hold your personal information for a maximum of seven years after the last point of contact. This is to comply with requirements from, for example, HMRC. Paper files will then be shredded, and electronic files deleted.

Your rights

You have the right to request details of the personal information we hold through making a Subject Access Request. Such requests have to be made in writing and are only subject to a charge in very limited circumstances which will be explained to you if relevant. To make a request please contact the Secretary to the Trustees.

You also have the following rights:

- the right to request rectification of information that is inaccurate or out of date;
- the right to erasure of your information (known as the "right to be forgotten");
- the right to restrict the way in which we are dealing with and using your information;
- the right to request that your information be provided to you in a format that is secure and suitable for re-use (known as the "right to portability").

If you need to complain about how we manage your personal data

If you are not happy with the way in which we have processed or dealt with your information, you can complain to the Information Commissioner's Office. <https://ico.org.uk/make-a-complaint/>

Last updated March 2025