

The Hearts and Balls Charitable Trust

Registered in Scotland No. SC240234 Charity No. SC033927

Privacy Notice

Our contact details:

The Hearts and Balls Charitable Trust

Caledonian Exchange

19A Canning Street

Edinburgh EH3 8HE

E: info@heartsandballs.org.uk

Who we are

The Hearts and Balls Charitable Trust is committed to protecting your data and privacy in accordance with the provisions of the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

This privacy notice tells you what to expect when we collect your personal information. It tells you how we will use the information and the rights you have in relation to this.

We are registered with the Information Commissioner's Office.

The type of personal information we collect

We currently collect and process, including but not limited to, the following information:

- Name
- home address.
- mobile tel. no.
- email address.

Date: 1/3/24

- Consent to contact you (if making a donation via Just Giving)
- Bank sort code, account number and account name if seeking assistance from the charity.
- Health issue if seeking assistance from the charity.
- IP addresses and cookies via our website. This is used to improve the usability of our website and determine traffic. We do not use it to identify anyone.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Contacting us via our website contact box. www.heartsandballs.org.uk
- Emailing us direct on info@heartsandballs.org.uk
- Messaging us via our Facebook page
- Phoning us via the mobile number on our website: 07768 051340
- Mail to our registered office or Stuart Rae's home address on our website.

We also receive personal information indirectly, from the following third parties in the following scenarios, if you have consented and subject to their privacy notices:

- Scottish Rugby Union (SRU) Murrayfield Injured Players Fund (MIPF)
- Rugby clubs contacting us direct to help a player.
- Just Giving when you make a donation to the charity.

We use the information that you have given us in order to:

- Contact rugby players, current or retired, or rugby clubs requiring assistance (e.g. financial help or advice)
- Thank donors for donation made to the charity
- Facilitate gift aid claims from HMRC for donations made direct to the charity, not via Just Giving
- Analyse cookies from our website to improve the usability of the site and determine the traffic accessing it. We do not identify individuals.

We do not share personal data with any third party for marketing purposes.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- **Your consent.** You are able to remove your consent at any time by contacting us at Caledonian Exchange, 19A Canning Street, Edinburgh EH3 8HE.
- **We have a legitimate interest.**

How we store your personal information

Your information is securely stored. We use a Google Workspace (drive on cloud) account to store our data, with password protection and 2SV (two step verification) to log into the account.

Directors of the charity also store mobile numbers and emails on their personal devices.

We keep name, email address, mobile number and home address for **36** months or unless we have an ongoing relationship with you. If the former, we will then dispose of your information by an annual process to delete aged data.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at: Hearts and Balls Charitable Trust, Caledonian Exchange, 19A Canning Street, Edinburgh EH3 8HE if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Hearts and Balls Charitable Trust, Caledonian Exchange, 19A Canning Street, Edinburgh EH3 8HE.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Updated: 1/3/24