

Reference Number: UHB 603		Date of Next Review: 15/09/2026	
Version Number: 1		Previous Trust/LHB Reference Number:	
Privacy Policy (Health Charity)			
Policy Statement			
To ensure the Health Charity delivers its aims, objectives, responsibilities and legal requirements transparently and consistently, we will ensure we abide by Charitable law, industry regulations and charitable best practice.			
Policy Commitment			
The Health Charity is committed to ensuring it treats donors, supporters, and volunteers fairly and in compliance with data law and industry regulations			
Supporting Procedures and Written Control Documents			
Other supporting documents that the reader needs to be aware of alongside this document:			
- Data Protection Act Policy - Information Governance Policy			
Scope			
This policy applies to all involved with fundraising for Cardiff and Vale Health Charity, including the Trustee, members of the Charitable Funds Committee, team members, fund holders, others in the Cardiff and Vale University Health Board with oversight of charitable activity, freelance team members, and volunteers.			
Equality & Health Impact Assessment (EHIA)		An Equality Impact Assessment (EqIA) has been completed and this found there to be no impact. Key actions have been identified and these are incorporated within this controlled document.	
Part 1 - Equality Impact Assessment (EQIA)			
Equality & Health Impact Assessment (EHIA)		A Health Impact Assessment (HIA) has been completed and this found there to be no impact. Key actions have been identified and these are incorporated within this controlled document.	
Part 2 - Health Impact Assessment (HIA)			
Policy Approved by		Charitable Funds Committee	
Group with authority to approve procedures written to explain how this		Health Charity	

policy will be implemented	
Accountable Executive or Clinical Board Director	Executive Director of Finance

Summary of reviews/amendments			
Version Number	Date Review Approved	Date Published	Summary of Amendments
1	Approved by Charitable Funds Committee 15/09/2026	21/09/2026	<i>New document</i>
2			



Privacy Statement

1. Introduction

Cardiff and Vale Health Charity (CAVHC, the Charity, we, our, us) is committed to protecting your privacy and handling your personal information in a transparent, secure, and lawful manner.

This Privacy Notice explains how we collect, use, store and protect your personal information when you donate, volunteer, fundraise, attend an event, apply for funding, contact us, or otherwise engage with the Charity.

We process personal data in accordance with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Data (Use and Access) Act 2025
- Privacy and Electronic Communications Regulations (PECR)
- Relevant NHS Wales information governance requirements

2. Who We Are

CAVHC is the official charity of Cardiff and Vale University Health Board (CAVUHB). We support projects and services that enhance patient care, staff wellbeing, medical research, equipment, and the healthcare environment across Cardiff and the Vale of Glamorgan.

Registered Charity Name: Cardiff and Vale University Local Health Board General Purpose Charity

Working Name: Cardiff & Vale Health Charity

Charity Registration Number: 1056544

Address: Cardiff & Vale Health Charity, Woodland House, Maes-y-Coed Road
Cardiff, CF14 4HH

The Charity is supported by Cardiff and Vale University Health Board in the administration and processing of personal information.

<https://healthcharity.wales/privacy-policy-2/>

3. Why We Need This Privacy Notice

In carrying out our charitable activities, we collect and use personal information about donors, supporters, volunteers, event participants, beneficiaries, staff, fundraisers and others who engage with us.

Under data protection legislation, Cardiff & Vale Health Charity acts as a **Data Controller** for the personal information we process.

This means we are responsible for:

- Deciding how your personal information is collected and used;
- Ensuring it is processed fairly, lawfully and transparently;
- Keeping it secure and accurate; and
- Respecting your rights under data protection legislation.

4. Information We Collect

The information we collect depends on your relationship with the Charity.

4.1 Personal Information

This may include:

- Name and title
- Postal address
- Email address
- Telephone number
- Date of birth
- Employee number
- Emergency contact details
- Communication preferences
- Gift Aid declarations
- Donation history
- Event registrations and attendance records
- Volunteer information
- Correspondence with us

4.2 Financial Information

Where relevant, this may include:

- Donation records
- Payment details processed through approved payment providers
- Fundraising income records

Cardiff & Vale Health Charity does not store full payment card details. Payment transactions are managed by approved third-party providers that have their own privacy notices and security arrangements.

4.3 Special Category Data

In limited circumstances we may collect additional information where necessary, including:

- Health information
- Accessibility requirements
- Dietary requirements
- Equality, diversity and inclusion monitoring information
- Religious beliefs (where relevant to an event or accessibility need)

Special category data receives additional legal protection and is only processed where a lawful basis exists.

4.4 Images, Videos and Testimonials

With your permission, we may collect:

- Photographs
- Video recordings
- Audio recordings
- Personal stories
- Testimonials and case studies

These may be used to demonstrate the impact of donations and charitable activities.

5. How We Use Your Information

5.1 To Administer Donations and Fundraising Activities

We use personal information to:

- Process donations
- Claim Gift Aid where applicable
- Maintain donor records
- Manage fundraising events
- Thank supporters for their contributions
- Respond to enquiries

5.2 To Communicate with you

Where appropriate, we may contact you regarding:

- Charity news and updates
- Fundraising events and campaigns
- Volunteer opportunities
- Appeals and initiatives
- Supporter communications

You may opt out of marketing communications at any time by contacting us or using the unsubscribe links included in electronic communications.

5.3 To Manage Volunteers and Events

We may use personal information to:

- Register attendance
- Coordinate volunteers
- Assess accessibility requirements
- Manage health and safety obligations
- Contact emergency contacts if necessary

5.4 To Demonstrate Impact and Meet Reporting Requirements

We may collect information to:

- Evaluate our activities
- Report to the Trustee, auditors, regulators ,and funders
- Demonstrate the impact of charitable funding
- Produce anonymised statistical reports

Where identifiable stories, photographs or case studies are used publicly, we will obtain appropriate consent.

5.5 To Meet Legal and Regulatory Obligations

We may process personal data to:

- Prevent fraud
- Undertake safeguarding responsibilities
- Meet charity law requirements
- Respond to legal requests
- Comply with NHS, HMRC, Charity Commission or regulatory obligations.

6. Our Lawful Basis for Processing

Under UK GDPR, and Data (Use and Access) Act 2025, we rely on one or more of the following lawful bases:

- Legitimate Interests
- Charity Soft Opt-In
- Performance of a Contract
- Legal Obligation
- Consent (where required)
- Vital Interests (for emergency situations)

For special category data, we may rely on:

- Explicit Consent
- Employment, social security and social protection law
- Safeguarding or substantial public interest requirements where applicable.

7. Sharing Your Information

We do not sell your personal information and will never share your details with third parties for their own marketing purposes.

Your information may be shared with:

- Cardiff and Vale University Health Board
- Payment processing providers
- Fundraising and event-management platforms
- Mail distribution services
- Professional advisers, auditors, and regulators
- Law enforcement agencies where legally required

All third-party providers are required to protect your information and process it in accordance with data protection law.

8. How We Store and Protect Your Information

We take appropriate technical and organisational measures to safeguard personal information.

These include:

- Secure NHS and charity systems
- Password-protected databases
- Restricted staff access
- Encryption where appropriate
- Secure disposal processes
- Staff training in information governance

While we use robust security measures, no internet-based transmission can be guaranteed to be completely secure.

9. How Long We Keep Information

Information is retained only for as long as necessary to fulfil the purpose for which it was collected and to comply with legal, accounting and regulatory requirements.

As an NHS charity, retention periods are guided by the Records Management Code of Practice for Health and Social Care. Donation records are generally retained for six years after the end of the relevant financial year, unless a longer retention period is required.

Where photographs, historical records or case studies form part of the Charity's archive and heritage record, they may be retained for longer periods where there is a legitimate organisational interest in doing so.

10. Cookies and Website Analytics

Our website may use cookies to improve functionality, analyse website performance and enhance user experience.

You can manage cookie preferences through your browser settings. Further information is available in our Cookie Policy.

11. Third-Party Websites

Our website may contain links to external websites.

We are not responsible for the privacy practices of external organisations and encourage you to read their privacy notices before providing personal information.

12. Your Rights

Under UK GDPR, you have the right to:

- Be informed about how your information is used
- Access copies of your personal information
- Request correction of inaccurate information
- Request erasure of information in certain circumstances
- Restrict processing
- Object to processing
- Data portability where applicable
- Withdraw consent where consent is relied upon

Most requests will be responded to within one month, where this is not possible, we will write to inform you of our proposed timescale.

13. Contact Us

If you have any questions about this Privacy Notice or wish to exercise your data protection rights, please contact:

Cardiff & Vale Health Charity

Woodland House
Maes-y-Coed Road
Cardiff
CF14 4HH

Telephone: 02921 836042

Email: fundraising.cav@wales.nhs.uk

You may also contact the Cardiff and Vale University Health Board Data Protection Officer through the UHB if your enquiry relates to information governance matters.

14. Complaints

If you are dissatisfied with how we use your personal information, please contact us first so that we can try to resolve your concerns.

You also have the right to complain to the Information Commissioner's Office (ICO):

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113

Website: <https://www.ico.org.uk>

Further information about data protection rights and complaints is available from the ICO.