

## **Who we are**

Hamlin Charitable Fistula Hospitals Trust (Hamlin Fistula New Zealand; HFNZ) is a registered charity in New Zealand (charity number CC26896).

Our registered address is 1 Rimu Street, Riccarton, Christchurch 8041.

This Privacy Policy relates to information which is obtained by HFNZ and for which HFNZ is the Data Controller.

## **Our purpose**

The purpose and mission of our charity is to make quality maternity care and expert treatment for childbirth injuries accessible for every woman.

Since 2005, HFNZ has supported Hamlin Fistula Ethiopia including: The Addis Ababa Fistula Hospital and its Outreach Hospitals, Midwifery Centres, The Hamlin Midwifery College and the Desta Mender Rehabilitation and Reintegration Centre.

## **Why we hold and process supporters' personal data**

HFNZ values your support, and we are committed to protecting your privacy. We are sharing this statement with you so that you understand how we manage any information held about your support for and interest in our work.

We process personal information for certain legitimate business purposes which include some or all the following:

where the processing enables us to enhance, modify and personalise our communications for the benefit of our donors and supporters:

- to process donations and bequests
- to identify and prevent fraud
- to enhance the security of our network and information systems
- to better understand how people interact with our websites and social media
- to provide postal and email communications.

Wherever we process data for these purposes we will ensure that we always keep your Personal Data rights in high regard and take account of these rights.

You have the right to object to this processing if you wish. Please bear in mind that if you object it may affect our ability to carry out the tasks above for your benefit.

We do not knowingly collect any personal information from anyone under the age of 18 years.

## **When and why we will send you personalised fundraising and marketing communications**

We may use your personal information to keep your contact details accurate and up to date. This includes recording your contact preferences (e.g. postal, email or phone), your previous address if you have moved, your philanthropic and charitable interests, and the type of communications you have given your consent to receive. We will send you marketing and fundraising communications by post or email, based on it being within our legitimate interest to do so, unless you have told us you do not want to hear from us this way.

We will make it easy for you to tell us if you would like to receive communications from us and hear more about our work and the ways in which you would like to receive this information (e.g. by post or email).

You can update or withdraw your consent at any time, for individual or all channels of communications. We will not send you correspondence if you tell us that you do not wish to receive it.

### **Personal information collected via our website and social media**

HFNZ's website is a safe platform for our supporters to visit and on which to make online donations. All donations made online are securely processed.

When you donate online, we will ask for your name, contact details, address, and card information in order that we can process your donation accurately and effectively.

We will use the personal information collected to send you an acknowledgement.

You can unsubscribe from receiving our communications at any time by clicking the link in our most recent email at any time or by contacting us at [info@hamlinfistula.org.nz](mailto:info@hamlinfistula.org.nz)

### **What personal information might HFNZ collect about you?**

We may process your personal information for carefully considered and specific purposes which are in our interests and which enable us to enhance our own activities, which we believe will benefit our donors, supporters and ultimately our beneficiaries. These are:

#### **Financial Processing**

We will use your personal information to process your donation(s) and ensure that your donation(s) are accurately credited to your record on our database. This may include details such as your name, postal address, email address, telephone or mobile number and your bank account details.

#### **Personalisation**

We may use your personal information to personalise our communications with you to improve your experience with us.

#### **Sensitive Personal Data**

We do not collect "sensitive personal data" about our supporters, e.g. health status.

#### **Cookies**

Our website uses cookies, small pieces of data stored inside a website browser, across our websites to improve their performance and to enhance your user experience.

When you visit our websites, cookies allow us to collect some non-identifying basic information. This includes the total number of visitors, the pages viewed, and other anonymous information. We use this information in order to improve our website and optimise our future marketing campaigns.

#### **When the Information is Publicly Available**

We might also obtain personal data about individuals who may be interested in giving major gifts to charities or organisations like HFNZ. In this scenario, we may seek to find out more

#### **HAMLIN CHARITABLE FISTULA HOSPITALS TRUST**

Mail: P.O Box 6395, Christchurch 8442. Phone: (03) 351 3236. Email: [info@hamlinfistula.org.nz](mailto:info@hamlinfistula.org.nz)

Website: [www.hamlinfistula.org.nz](http://www.hamlinfistula.org.nz) Facebook: [www.facebook.com/hamlinnz](https://www.facebook.com/hamlinnz)

about these individuals, their interests and motivations for giving through publicly available information. This information may include newspaper or other media coverage, and open postings on social media sites such as LinkedIn. HFNZ will not retain publicly available data relating to individuals without their consent, which will be sought at the earliest practical opportunity.

### **Do we share your information?**

We will never sell, trade, or rent your personal information to anyone.

We may disclose to third parties aggregate statistics regarding donations but these statistics do not include any personally identifying information.

Regular donations made by standing order, together with donations made by credit or debit card, are processed securely by a regulated third-party financial institution which will only use your personal information for the purpose of processing the transaction(s).

We may also use third-party agencies to help us manage postal mailings and keep our data updated. This could include keeping address records correct by screening against public information relating to deceased files or address changes.

### **Where Legally Required**

We will also comply with legal requests where disclosure is required or permitted by law (for example to government bodies for tax purposes or law enforcement agencies for the prevention and detection of crime, subject to such bodies providing us with a relevant request in writing).

### **How long will we keep your personal information?**

We will hold your personal information on our systems for as long as is necessary for the relevant activity.

If you have opted out of receiving all our communications then we will continue to hold some of your personal data, however limited, in order to ensure that no further communications are sent.

Legacy income is vital to the running of the charity. We may keep data you provide to us indefinitely to carry out legacy administration and analysis. We will also keep data that will enable us to communicate effectively with the relatives and executors of individuals who have left a legacy to us.

### **How do you contact us regarding your information?**

If at any time you change your personal information or if any of the other information we hold is inaccurate or out of date, please contact us as soon as possible.

You can send anonymous donations to us at any time. Please bear in mind that without knowing your name and address we will not be able to acknowledge your generosity or provide tax receipts.

You have the right to access your data and can request this in writing or verbally. We will respond to your request within one month.

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Website: [www.hamlinfistula.org.nz](http://www.hamlinfistula.org.nz) Facebook: [www.facebook.com/hamlinnz](https://www.facebook.com/hamlinnz)

You have the 'right to be forgotten' and can request this in writing or verbally. We will respond to your request within one month. Please note that this right is not absolute and does not apply to information that we are legally required to keep.

Please email [info@hamlinfistula.org.nz](mailto:info@hamlinfistula.org.nz) to contact us or use the information below:

Telephone: 03 351 3236

Address:

PO Box 6395, Upper Riccarton, Christchurch 8442

### **Hamlin Fistula NZ Cookie Policy**

This is the Cookie Policy for Hamlin Fistula NZ, accessible from [hamlinfistula.org.nz](http://hamlinfistula.org.nz).

When visiting [hamlinfistula.org.nz](http://hamlinfistula.org.nz) some cookies will be installed on your computer or device.

Hamlin Fistula NZ does not use cookies to track you or to retain any personal information.

Cookies are used to store information about the technical capabilities of your computer or device to give you a better experience.

You don't have to do anything to accept cookies set by Hamlin Fistula NZ; by continuing to use this site you are giving your consent to receive them

### **What Are Cookies**

As is common practice with almost all professional websites this site uses cookies, which are tiny files that are downloaded to your computer, to improve your experience. This page describes what information they gather, how we use it and why we sometimes need to store these cookies. We will also share how you can prevent these cookies from being stored however this may downgrade or 'break' certain elements of the site's functionality.

For more general information on cookies see the Wikipedia article on HTTP Cookies.

### **How We Use Cookies**

We use cookies for a variety of reasons detailed below. In most cases there are no industry standard options for disabling cookies without completely disabling the functionality and features they add to this site. It is recommended that you leave on all cookies if you are not sure whether you need them or not in case they are used to provide a service that you use.

### **Disabling Cookies**

You can prevent the setting of cookies by adjusting the settings on your browser (see your browser Help for how to do this). Be aware that disabling cookies will affect the functionality and features of this and many other websites that you visit. Therefore, it is recommended that you do not disable cookies.

### **The Cookies We Set**

#### **Login related cookies**

We use cookies when you are logged in so that we can remember this fact. This prevents you from having to log in every single time you visit a new page. These cookies are typically

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removed or cleared when you log out to ensure that you can only access restricted features and areas when logged in.

#### **Email newsletter related cookies**

This site offers newsletter or email subscription services and cookies may be used to remember if you are already registered and whether to show certain notifications which might only be valid to subscribed/unsubscribed users.

#### **Forms related cookies**

When you submit data to through a form such as those found on contact pages or comment forms cookies may be set to remember your user details for future correspondence.

#### **Third Party Cookies**

In some special cases we also use cookies provided by trusted third parties. The following section details which third party cookies you might encounter through this site.

From time to time we test new features and make subtle changes to the way that the site is delivered. When we are still testing new features, these cookies may be used to ensure that you receive a consistent experience whilst on the site whilst ensuring we understand which optimisations our users appreciate the most.

#### **More Information**

If you require further information, please contact us on the details below:

Email: [info@hamlinfistula.org.nz](mailto:info@hamlinfistula.org.nz)

Phone: +64 3 351 3236

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