

Privacy Policy

Your privacy matters to Tapping House. We are committed to protecting the personal information of everyone who uses our services: as patients and carers or as employees and volunteers; and that of anyone who supports our work throughout fundraising, retail or lottery activities. We will only use your information legally and responsibly.

This policy explains what personal data we collect from you (whether online, at the Hospice, at an event, by phone, by email or through interaction with a third party): what we do with it, whom we share it with, and why we do so. It also explains the steps we take to keep data secure.

If you have any questions about this privacy statement or our privacy and data processing in general, please contact our Data Protection Officer via email DataProtectionOfficer@tappinghouse.org.uk or telephone 01485 601700 or write to us at our registered address below.

For patient or clients accessing clinical services, privacy concerns can be sent to DataProtectionOfficer@tappinghouse.org.uk

You may also like to see our [accompanying fundraising promise](#).

Who we are

Tapping House is a charity that supports people with incurable illness across Norfolk and North Cambridgeshire.

We are the controller of your data and registered with the Information Commissioner's Office (ICO) under Data Protection Registration Number: Z6698416

Our registered office address is:

Wheatfields,
Hillington,
PE31 6BH.

We operate the following website:
www.tappinghouse.org.uk

Our charity number is: 1062800
Our company number is: 3185605

How do we keep your information secure?

At Tapping House we take your security and privacy seriously. When we collect your personal information we use a variety of technical processes to prevent unauthorised access including firewalls, digital surveillance, and encryption. We follow strict security procedures in the storage and disclosure of information given to us to try and prevent:

Unauthorised access

Improper use or disclosure

Unauthorised modification

Accidental loss, damage and destruction

We are required to make sure any transfers of information are carried out securely, in accordance with best practice, and in compliance with Data protection regulations.

All staff have contractual obligations of confidentiality, enforceable through disciplinary procedures. All staff will receive appropriate training on confidentiality of information and staff who have regular access to personal confidential data will have received additional specialist training.

Any sensitive information you send to us (such as credit card details) will be encrypted. Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk.

Links to other websites

This privacy notice does not apply to third party websites you are directed to from our website. We encourage you to read the privacy statements on other websites that you visit.

What rights do you have in relation to your personal data?

By personal data we mean any information that might allow you to be identified, such as your name, address, date of birth, credit card details, I.P. address, photo or video image or voice recording. It may also be anything that identifies you for example your NHS number or biometric data. For our patients, some of this data will be sensitive and relate to their health and wellbeing, ethnicity and religious views. You have certain rights in relation to your personal information, they are:

- You have a right to have your privacy respected and your data protected;
- The right to obtain confirmation that we are processing your personal information;
- The right to access to the personal information we hold about you,
- The right to have your personal information rectified if it is incomplete or inaccurate;
- The right to have your personal information removed or deleted in certain circumstances, for example when you have withdrawn consent for it being processed and we have no other legal basis for processing it;
- The right to restrict the processing of your personal information in certain circumstances;
- The right to object to certain processing including the right not to be subject to an automated decision making and the right to object where we are processing your information on the basis of legitimate interest; Where you have provided consent to the processing, the right to withdraw consent to the processing of your data (without affecting the lawfulness of the processing based on consent before withdrawal) and
- The right to require us not to send you marketing communications.

Please note that some of the above rights are not absolute, and requests may be refused where exceptions apply – where this is the case, we will always share the reason behind a decision and offer the right to appeal the decision.

For a more detailed explanation of these rights, please see the [Information Commissioner's guidance](#)

If you are 16 or under

In some circumstances we may need to know if you are aged 16 or under (providing your date of birth) and may refuse certain services, products or events unless we have your parent/guardian's permission.

For Children and Young People accessing clinical services aged 0-18 years (0-25 years if there is a Special Educational Need) we will access your data in the same way as we would for those aged 18 years and over via the NHS spine point on SystemOne and respect your data in accordance with such regulations. In some circumstances we may need to know if you are aged 16 or under and may refuse certain services, products or events unless we have your parent/guardian's permission. If we assess you to be Gillick Competent under Fraser Guidelines then you will be able to access our services without the consent of a parent/guardian.

Subject Access Request

You can ask us to confirm if we are keeping any personal information about you and you can also request to receive a copy of that personal information – this is called a Subject Access Request.

To make a Subject Access Request you will need to provide adequate proof of identity such as a copy of your passport, driving licence or birth certificate before your request can be processed.

Please try to be as clear as possible about the information you are seeking, as this will help us respond to your request more efficiently. Once we have received your Subject Access Request and proof of identity, you will receive a response from us within one month.

If you would like to submit a Subject Access Request or exercise any of the other rights referred to above, please email DataProtectionOfficer@tappinghouse.org.uk with Subject Access Request in the subject line, or telephone 01485 601700 or write to us at the address above.

If you are not happy with how we handle any of your requests, queries, or concerns, you can contact the Information Commissioner's Office (www.ico.org.uk), which oversees the protection of personal information in the UK.

Your right to lodge a complaint with a supervisory authority

If you believe that we breached your privacy in any way, we urge you in the first instance to contact our Data Protection Officer.

If you remain unsatisfied, you have the right to lodge a complaint with the Information Commissioner's Office at the address below:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire

SK9 5AF

Tel: [0303 123 1113](tel:03031231113) (local rate)

[01625 545 745](tel:01625545745) (national rate)

<https://ico.org.uk/global/contact-us/email/>

Changes to this policy

We may be required to update the terms of this policy from time to time. We will notify you about any significant changes in the way we treat personal information, usually by sending a notice to the primary email address or postal address you have provided, or by placing a prominent notice on our website

This Privacy Policy was last updated: May 2026.

What this means to you

The following sections give information that is specific to our different audiences.

Personal information is given to us directly when, for example, you become a service user, register for a fundraising event, volunteer to support the charity, become an employee, or make a donation, including to our charity shops. If you fall into one or more of these categories then the general privacy information above will also apply to you.

Tapping House raises crucial income from its fundraising activities, and fundraised income is central to helping make Tapping House even better.

The details we ask you for will be directly related to the purpose for which they are required, for example:

- Tapping House collect personal information from our supporters that is necessary to carry out our fundraising activities, process donations and keep you informed about the work that Tapping House carries out to make the charity even better. The personal information we collect from you may include:
 - Name, title, gender, and date of birth
 - Email address, phone number(s) and postal address(es)
 - Current interests and preferences
 - Event registrations and attendances
 - Donations you have made to Tapping House.
 - Credit card or other payment information (we only store this for as long as is necessary to process the payment)
 - Contact preferences.
 - Bank details (if setting up a regular direct debit)
 - Gift Aid declaration
 - Details of correspondence sent to you, or received from you.
 - Any other information provided by you to Tapping House (where we have a legitimate reason or consent to retain that information)
 - Images captured on film or photography at our events, or in an arranged photo shoot.
 - In addition to the above, when you visit our website we use cookies to improve your experience. See our cookies section below.
- We also, on occasion, collect additional information from public sources (see below 'Analysis and Research of our supporters and potential supporters'). Under data protection law, certain categories of personal information are recognised as sensitive, including health information

and information regarding race, religious beliefs, and political opinions ('special category data') and personal data relating to criminal convictions and offences. We only collect such information about donors, fundraisers, lottery players and potential supporters in very limited cases, and only where there is a clear reason for doing so, such as accessibility or dietary requirements for events, or where you have given us explicit consent to record that information.

- A charitable donation may be given anonymously, but we would prefer to have your contact details so that we can confirm receipt and keep you informed about the impact of your giving and the charity; you will be able to choose whether or not you supply this information. Depending on your payment method we may need to record your payment details.
- If you are a member of staff or a volunteer more information will be required, depending on the work you do we may need to ask you for sufficient information to carry out some background checks and there is certain information that we are required to have on record.
- If you are a service user then your records may include sensitive personal data, including medical information.

Our current lawful basis for collecting personal information is contained within the General Data Protection regulation (GDPR) and the UK Data Protection Act (DPA) 2018.

When we collect personal data, the types of data we collect and the purposes for which personal data is collected.

Your information will only be collected, stored or processed where a specific purpose has been identified. This will fall into the following categories:

If you are a patient or client accessing clinical services

If you use our clinical services we will need to collect information such as your name, age, address, contact details, date of birth, gender, ethnicity, next of kin, religious beliefs, and other protected characteristics. In order to provide complete care we may also collect some information about family members and carers. It may be necessary to take still images of you for medical purposes. We also receive data about our patients and their families and carers from other healthcare providers.

When we collect data from patients and their families and carers, we do so in order to provide care to them and protect their wellbeing. We also collect and store it for the purposes of audit, quality control, and incident reporting. Rapid Response Service calls are recorded for training and monitoring purposes.

Fundraising, visiting our shops, and playing our lottery

The personal information we collect about you for the purposes of our fundraising, lottery and retail activities might include your name, address, email, phone number, date of birth, I.P. address, photo or video image and financial information such as credit card details.

Volunteering with us

If you volunteer with us we will collect your name, contact details emergency contact details and medical information we need to be aware of.

We collect personal data from our volunteers for administrative purposes and to comply with safeguarding legislation, such as referrals to the Disclosure and Barring Service.

Working for us

If you apply for or take a job with us, we will store your contact information, bank details, keep records of your employment history, medical information, National Insurance number and emergency contact details.

We collect personal data about job applicants and employees for administrative purposes and in order to comply with employment and safeguarding legislation, such as referrals to the Disclosure and Barring Service.

Data Processing

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

- Where the processing enables us to embrace, modify, personalise or otherwise improve our services/communications for the benefit of our customers.
- To identify and prevent fraud
- To enhance the security of our network and information systems
- To better understand how people interact with our website
- To provide postal communications which we think will be of interest to you
- To determine the effectiveness of campaigns and events

Whenever 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 processing and also access to your information if you wish by emailing DataProtectionOfficer@tappinghouse.org.uk

Using our website

If you use our website, we will store data about your internet browser, I.P. address, the timings of your visits, and a record of which pages you looked at.

Use of 'cookies'

Like many other websites, Tapping House website uses 'cookies'. Cookies are small files stored on your computer that allow websites to recognise you when you visit. They store data about your browsing history but will not identify you as an individual. This helps us to improve our website and deliver a better more personalised service.

You can switch off cookies in your browser preferences but doing so may result in a loss of functionality when using our website. To see how we use cookies, and what they are please see our Cookies Policy. This page also includes instructions on how to disable cookies if you don't want them to be used.

By using our website and services you agree to be bound by the terms of this statement.

Our website

We take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of our website users throughout their visiting experience. This website

complies with all UK legislation and requirements for user privacy. The policy will be reviewed and updated in line with any subsequent legislation.

How we use your information

As a supporter of Tapping House

We will only process your information if we have a legal basis for doing so under UK data protection legislation, including:

- Processing your information because it is necessary for the performance of a contract with you or to take steps at your request prior to entering a contract, for example:
 - To process payments
 - In relation to donations, to credit you in whatever way we have agreed to do.
 - Where we are required by law to process your information, for example:
 - To make a Gift Aid claim
 - Where we have your consent to process your information, for example:
 - Where you have agreed to receive email invitations in relation to Tapping House events
 - Where you have given consent to the processing of your personal data, you may withdraw that consent at any time. See our General Privacy Information above for further details.
 - Where processing your information is necessary for our legitimate interests, for example: when we carry out analysis and research of our supporters and potential supporters to gain a better understanding of our existing and potential supporters. This enables us to raise funds for our charitable purposes more effectively and efficiently and allows us to approach supporters in a focussed and informed way about projects or activities they may be interested in supporting. See below 'Analysis and research of our supporters and potential supporters'.
 - When we carry out due diligence in advance of soliciting or accepting major donations to make sure we do not accept gifts from sources which could harm the reputation of Tapping House, or in any way contradicts Tapping House's charitable objects.
 - Where (from time to time) we (or a third party) carry out filming, including interviews or filming/photographing of talks or events. Where areas of the hospital or events are going to be used for filming or photography, we will always flag this in advance with clear signage or otherwise make you aware of the filming in advance, so that you can avoid being filmed or photographed.
 - Where we are relying on this basis of processing you have the right to object to this. See our General Privacy Information for further details.
 - We may process special category data (for example health data) based on additional grounds, including where it is necessary to protect a person's vital interests (for example, where you have an accident at a Tapping house event, and we process your personal data to ensure you receive appropriate medical attention).

Analysis and research of our supporters and potential supporters

By building a picture of those who support, or could potentially support Tapping House, we are able to improve the level of service that we provide, and better understand your interests and preferences so that we are talking to you about what interests you – this in turn means we can fundraise more efficiently and make sure your donation has the greatest possible impact on making Tapping House even better.

When we build a picture of our supporters we may use:

- Your donation history with Tapping House.
- Geographic, demographic, and other information you have provided to Tapping House.

- Publicly available information, including Companies House, 192.com, and information that has been published in newspapers/articles.

We also carry out due diligence in advance of asking supporters for major donations. Before seeking or accepting large donations we are required to conduct checks, including reviewing publicly available data relating to criminal convictions and offences, to ensure that by accepting the donation we are not risking the reputation of the Hospice.

[Click here to read our Fundraising Promise.](#)

Our communications with you as a donor, fundraiser, or as a Lottery player

We are committed to communicating with donors, fundraisers and lottery players using an approach that is right for you. This means we carefully manage the communications we send you to ensure that we are contacting you in the most relevant way. If you are an email subscriber, see the section 'What this means for visitors to our website or e-news subscribers'.

If you have agreed to receive email invitations to events from Tapping House, you can change your email preferences at any time by:

- Indicating that you do not wish to receive our emails by clicking the 'unsubscribe' link at the end of our marketing emails or by emailing fundraising@tappinghouse.org.uk, or by calling 01485 601701.

If you have provided us with your postal address, we may send you direct mail about our work or invitations to our events, unless you have told us that you do not want to receive such information via this channel. You may change your direct mail preferences at any time by contacting us at fundraising@tappinghouse.org.uk, or by calling 01485 601701.

Who has access to your information?

We will never sell or swap your details with third parties.

Sharing your information with our service providers/external data processors

We may share data you provide with trusted third parties, subcontractors and with law enforcement authorities if necessary. Examples of such service providers/data processors include:

- Ticket Tailor, our ticketing service provider
- GoCardless, the bureau responsible for lodging and collecting our Direct Debits.

Any such companies are acting as our data processors and the contracts we enter with them require them to comply with UK data protection laws; to process your information only for the purposes we specify, and to make sure they have the appropriate controls in place to protect the security of your information.

We may share patient data with other healthcare providers with the patient's consent. If there is a legal or ethical concern, patient data may be shared before consent is sought in order to support patient or client safety.

We may sometimes also be legally required to share it with local authorities and our regulator, the Care Quality Commission.

We currently do not share identifiable personal information from your healthcare records with external organisations for active promotion of research, development and service evaluation improves the quality of our services in the future. You may be offered the opportunity to participate within such areas and we would gain your consent prior to undertaking anything that would be used in this manner. The appropriate safeguards to your information are applied at all times. You are under no obligation to participate and may choose whether you are involved or not. If we ever sought to do so, you would be given the opportunity to opt-out of sharing your data, in keeping with the NHS Digital National Data Opt-Out scheme.

How long do we keep your information?

We will retain your information for as long as is necessary for the purposes set out in this privacy notice, to fulfil our contractual obligations to you, and to comply with legal requirements, tax, and accounting rules for charity record-keeping purposes. The retention period will vary according to the nature of the purposes under which the information is held. For example:

- We retain Gift Aid declarations in accordance with HMRC guidance
- Records of donations

Your consent is important

For direct marketing communications we collect data only with your explicit consent, which you may withdraw at any time. We will enable you to record your preferences using tick boxes at various points when we communicate with you.

On correspondence requesting consent from you we will ask what types of communication you would like. Please see below further detail on what you would expect to receive for each type of communication:

Fundraising and Events

- Requests for financial support through mailings such as in memory appeals.
- Updates on new and existing fundraising initiatives.
- Information on a selection of Hospice organised events i.e. Tulips for Tapping etc.
- Information on places in challenge events i.e. London Marathon, bespoke walks and bike rides etc.

Hospice Lottery and Raffles

- Information regarding the Tapping House Lottery.
- Raffle tickets for Hospice raffles.

Volunteering opportunities

- Volunteering information including current vacancies.

News

- Information about various Hospice services both existing and new developments.
- Newsletter mailings and any interim updates from the Hospice.

Retail

- Information about various retail activities

Accessing and updating your information

We care about the accuracy of the information we hold about you. If you believe any information about you is incorrect or out of date, please contact us.

Fundraising: 01485 601701 or email fundraising@tappinghouse.org.uk

Retail: 01553 767752 or email – warehouse@tappinghouse.org.uk

Lottery: 01485 601701 or email fundraising@tappinghouse.org.uk

Volunteering: 01485 601700 or email – volunteers@tappinghouse.org.uk

For patients or clients accessing clinical services please contact us on 01485 601700 or email DataProtectionOfficer@tappinghouse.org.uk