



LionHeart Privacy Notice for Feedback forms

LionHeart is registered as a data controller with the Information Commissioner's Office (our notification number is Z6406612) and we are committed to ensuring that the personal data we process is handled in accordance with data protection legislation (the General Data Protection Regulation and UK Data Protection Act 2018). We collect feedback data on our services so that we can improve our services.

Your information will be accessible internally to members of the LionHeart team, if it is necessary for the performance of their roles. For example, Finance and Administration teams in order to thank you, or Partnership teams to send you information about event.

We keep details of donations indefinitely and are required to keep Gift Aid declarations for 6 years and information regarding the service you've received for 7 years. If you have opted in to receiving newsletters from us, we will keep this information for as long as you give us consent. You have the right to withdraw your consent at any time. Data may be shared with HMRC in order to reclaim gift aid. This would be name, Unique Taxpayer Reference (UTR) and address.

As a data subject, you have a number of rights. If you would like to exercise any of these rights, or make a subject access request please contact LionHeart's Data Protection Lead, the CEO. They can be contacted by email: ceo@lionheart.org.uk or by phone by calling 0121 2895410 or by writing to: LionHeart, 1 Cornwall St, Birmingham, B3 2DX

If you continue to have concerns about the use of your personal data, the Information Commissioner's Office is an independent body set up to uphold information rights in the UK.

They can be contacted through their website: www.ico.org.uk, or their helpline on 0303 123 1113, or in writing to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire

Policy updated October 2023; reviewed annually.