



The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits. A copy of this Guarantee will be sent to you along with acknowledgement of your gift.
- If there are any changes to the amount, date or frequency of your Direct Debit CTT Charity Payments will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request CTT Charity Payments to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by CTT Charity Payments or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when CTT Charity Payments asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Privacy Notice

How we use your data

The personal data you provide on this form will be used by Lady Margaret Hall (LMH) to process your donation in accordance with our contractual and legal obligations, and to meet our legitimate interest of alumni and supporter engagement, fundraising and stewardship. We will use your data to: record information about your giving, including any gift agreements, memberships, or correspondence relevant to your donation; communicate with you about the impact of your donation and other appeals that may be of interest to you; record and update your contact details and communication preferences; record your preferences regarding the external reporting of your donation; and record information about your willingness and capacity to support our charitable objectives, which may be provided by you or from information in the public domain.

Who has access to your data?

The data you provide will be stored and shared across the collegiate University of Oxford, including with its relevant clubs and societies if appropriate, in accordance with the University's policies and procedures via our shared relationship management system. You have the right to object to the processing of your personal data at any time. The University and participating colleges are both "data controllers", meaning you can contact either the University or your college if you have questions about your data.

We may also need to share it with third parties supporting the processing of your transaction. We will only do this in appropriate circumstances, for specified purposes, by secure means, using the minimum amount necessary, and with the relevant data sharing agreements in place. We do not and will not sell your data.

How long we keep your data

We consider our relationship with our alumni, donors and supporters to be lifelong and we will retain most of your data indefinitely unless you request otherwise.

Your rights

You have the right to opt-out of direct marketing at any time. You also have the rights to request access to and correction or erasure of your data; to request transfer of your data to another party; or to object to the processing of your data or request that such processing is restricted.

For full details on how we treat your information, including your rights, please see our Privacy Notice at <https://www.alumniweb.ox.ac.uk/lmh/privacy-notice> or you can request a hard copy from the LMH Development Office. If you would like to exercise your rights, opt-out, or are dissatisfied with the way we have used your information, please contact us at development@lmh.ox.ac.uk or telephone +44 (0)1865 274362. You may also contact our Data Protection Officer at treasurer@lmh.ox.ac.uk. If you remain dissatisfied, you may lodge a complaint with the Information Commissioner's Office at: <https://ico.org.uk/concerns/>

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Photo credit: John Cairns