

Little Hearts Matter

Privacy and Data Protection Policy

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Introduction

Little Hearts Matter is the only charity in the UK dedicated to supporting and empowering anyone affected by the diagnosis of a single ventricle heart condition – or half a working heart. Little Hearts Matter (LHM) is committed to protecting your privacy. This Policy is prepared in compliance with the requirements of the UK General Data Protection Regulation (UK GDPR) and in line with the Code of Fundraising Practice (issued by the Fundraising Regulator). This statement sets out how and why LHM collects and uses your personal information, and how we protect it. If we ask you to provide certain information by which you can be identified, it will only be used in accordance with this privacy statement and with current Data Protection Laws.

We are a charity with relationships with thousands of members, donors, fundraisers, volunteers, supporters and healthcare staff, so we use personal information on a day-to-day basis to operate.



Our use of personal and sensitive information allows us to make better decisions, fundraise more efficiently and, ultimately, best support families along every step of their journey, from initial diagnosis, through treatments and into life at home.

By using our website or any of our services, or providing us with any personal data, you agree to your personal data being used and disclosed in the manner set out in this policy.

Notification of change of privacy policy

LHM may change this policy from time to time. If we make any significant changes to how we use your personal information we will make this clear on the charity website or by contacting you directly. For more information, please visit the Information Commissioner's Office, with whom we are registered.

Information that we collect

We may collect, store and use the following types of personal information about you:

- Full name and title
- Your age, date of birth, gender and/or your preferred salutation
- Contact information including address and post code, telephone number, email address. This can also include place of work
- Information about your health, where this is relevant to our support, including your heart condition and/or other diagnosed health conditions
- Your GP or cardiac hospital address and the name of your consultant to provide support or advice
- Your education, where this is relevant to our support
- Employment history where this is relevant to our support, such as where we provide training or assistance with your employment or education to you or your organisation
- Your living arrangements, if relevant to our support, such as assisting with processing benefits claims or providing advice
- Whether you are a caregiver if relevant to our support
- Power of attorney where applicable
- Job role and type of organisation you work at
- Photography, images and film
- Communications preferences
- Family and friend connections, such as parents and siblings.
- Financial information such as bank account details for Bursaries and Finance Expense Claims or if setting up a standing order or direct debit and credit/debit card information you have provided in order to make a payment
- Emergency next of kin details (if you are taking part in an event or volunteering for us)



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- Information about your activities on our website and about the device you use to access these, for instance your IP address and geographical location
- Details of how you have interacted with us, for example purchasing Christmas cards or enquiring about one of our fundraising events
- Information as to whether you're a taxpayer to enable us to claim Gift aid
- Your affiliation with other charities
- If you volunteer for us or apply for a job with us, information necessary for us to process these applications and assess your suitability (which may include things like employment status, previous experience depending on the context, as well as any unspent criminal convictions or pending court cases you may have).
- Any other personal information you provide us.

Special Category Data

Special Category Data is personal data which is stated within the General Data Protection Regulation (GDPR) as being more sensitive and therefore requiring more protection. Examples of special category data include information about your health, religious beliefs, race, ethnicity, sexual orientation, and political opinions.

Little Hearts Matter only collects special category data when there is a clear reason for us to do so, for example, we may ask for health information, if this is to assist you with the service we provide you, or to make sure we meet your specific needs. Other reasons are outlined in the circumstances below.

- For specific purposes to ensure your safety, such as if you are visiting our premises or undertaking a challenge event on our behalf
- Your stories and images in order to promote the work of our services
- To enable delivery of our services
- To ensure we are accountable in terms of regulatory compliance and risks
- Wherever it is practical for us to do so, we will make clear why we are collecting this type of information and how it will be used.

How the charity collects this information

We collect personal information that you give us directly – for example when you:

- Communicate with us or ask about our services
- When you or someone on your behalf donates
- When you become a registered volunteer for the charity
- Raise funds through participating at an event or challenge



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- Access our website to buy goods and/or services, search for information, sign up to one of our fundraising activities, complete an online survey, complete an online form, sign up for our e-newsletter, making a complaint online, asking us to contact you or just clicking on our website.
- Enquire about or pledge to remember us in your Will
- Engage with our services
- Engage with our social media, digital advertising or message boards
- Share your stories to encourage support of Little Hearts Matter
- Submit a job or volunteer application
- Enter into a contract with us as an individual or a third party supplier
- Provide us with goods and/or services
- Whistle blow or make us aware of compliance and/or risk issues such as fraud, theft, bribery or money laundering
- Assist in an investigation involving fraud, theft, bribery or money laundering
- Test our technical systems to make sure they are working as expected;
- Exercise your data protection rights

We collect personal information that you give us indirectly from third parties – these include:

- Department for Work and Pensions, National Health Services, Social services, when they have agreed with you that the LHM would be in the best position to assist you
- When a relative of yours provides your name and contact details as an emergency contact
- Fundraising websites such as JustGiving (You should check the Privacy Statements of sites before you give them your information)
- Event organisers
- When we complete research and prospecting to bring more donors into our pipeline
- Registers which enable us to keep your data up to date (such as Royal Mails' National Change of Address Register, the National Deceased Register, and The Bereavement Register)
- A probate search company (Smee & Ford) who conduct searches of grants of probate from courts in England and notify us of any potential legacies

We may also collect information through publicly available sources:

We may also access information about you that is available in the public domain from sources including Companies House, the electoral roll, press reports and social media (such as LinkedIn, Facebook, Instagram, and X – formally known as Twitter)

depending upon your settings or the privacy policies of these services.

We also collect data through our website and digital channels:

When you interact with our digital platforms, we do not automatically capture or store your personal data but may automatically capture other information about your visit to help us better understand how supporters and beneficiaries use our digital platforms. This is to enable us to create better content and more relevant communications. The type of information we may capture includes:

- How you reached our digital platform and the internet protocol (IP) address you used
- Your browser type, versions and plug-ins, and your operating system
- Your journey through our digital platform, including the links you used, any searches you made, your length of visit overall and to each page, and other page interaction information
- Which videos you watched and for how long
- What content you liked or shared
- Which adverts you saw and responded to
- Which pop up or push messages you might have seen and responded to
- Demographic information such as geographical location and gender if available
- Information collected in any forms you complete
- The marketing activity that led to your taking specific action on our digital platforms (e.g., liking our Facebook page)

What we do with the information we collect

We require this information for the following reasons:

- To support you in living a full and independent life, and we also provide support for your family to enable them to assist you better.
- To carry out quantitative and qualitative-led analysis and research to advocate for policy, political, legal, social and organisational change, including engaging lawmakers and decision makers.
- To process donations and claim Gift Aid.
- To respond to you if you have made an enquiry
- To thank you for your donations, volunteering, or other support
- To administer challenge and/or community events you undertake on our behalf
- To keep you informed about the work of Little Hearts Matter – such as our services, impact, fundraising, campaigns and events
- To invite you to participate in surveys or research



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- To manage your communications preferences and consent
- To better understand your relationship with us
- For internal record keeping such as the management of feedback or complaints
- We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you
- We may make use of additional information about you, including geo-demographic information and measures of affluence, when it is available from external sources to help us understand the background of the people who support us. This helps us to make appropriate requests to supporters who may be able and willing to give more than they already do
- To administer our website and to troubleshoot, perform data analysis, research, generate statistics and personalise the online communications which are presented to you
- To allow for personalised communications and the targeting and retargeting of relevant adverts which ensure maximum cost effectiveness, by understanding how we can improve our services or information
- To prevent fraud, misuse of services or money laundering and perform due diligence where required
- For financial management or auditing purposes required by a governing body to ensure compliance
- To safeguard our staff and volunteers;
- To publicise your story and experiences with Little Hearts Matter to raise awareness of our work. This will only happen after discussions with you, and with your consent. We keep you updated about when and where we use your story.
- To complete research and prospecting to bring more donors into our pipeline

High value fundraising

To enable us to fundraise for high value giving opportunities appropriately and effectively, we will research individuals and organisations to help us identify suitable major donors, corporate partners, patrons, and committee or appeal board members.

This research helps us to identify individuals or organisations who have the capacity to make substantial donations, who appear to have an interest in supporting our cause and who may be able to help us to raise funds through volunteer support for our appeals, events, or partnership opportunities.

Processing of information for high value fundraising

We use our legitimate interests to process your information for high value fundraising research.



The processing of your information in this way for high value fundraising is instrumental in enabling us to support large-scale projects and initiatives that benefit families receiving support from Little Hearts Matter. We appreciate that you expect us to conduct such processing in an efficient and professional manner whilst taking your right to privacy into account.

We will inform you of the processing we undertake when we first contact you and then at further regular intervals throughout the lifetime of our contact with you. You can exercise your rights at any time. For full details of your rights, please see the [Your Rights](#) section.

How we undertake research

We are careful to ensure information collated is not excessive or intrusive and is sourced reliably and appropriately.

Any research is undertaken using only credible, publicly available information. This may include sources such as national and local press, Companies House, Charity Commission and from social media sites such as LinkedIn. We'll only use these where the data has been deliberately made public. We may also use appropriate third-party sources to identify and inform professional approaches to prospective donors, partners, and volunteers.

We do not undertake wealth screening as part of our research.

We don't routinely collect large volumes of personal information related to your health, racial or ethnic origin, or religious or political beliefs. However, occasionally the research we undertake may include limited information which falls within this description. We recognise the sensitivities of this information and will only process and record this information if you tell us directly and agree to this processing.

Ethical screening and minimising risk

To comply with our obligations as a charity, we must also take reasonable and appropriate steps to know who our donors are, particularly where significant sums are donated.

Using charity law as a legal basis for processing, we may conduct due diligence to provide assurances that donations and support are from appropriate sources. This is to safeguard our reputation and to help us mitigate any associated risk.

The nature and extent of due diligence research is proportionate to the fundraising opportunity. This doesn't mean that we'll research lots of personal details about every donor or question every donation. Any information we collect for these



purposes will only consist of what is necessary for us to meet these requirements and will be processed in line with your rights.

For full details of the rights please see the [Your Rights](#) section.

Our lawful basis for processing your information

We process your data as described in this Privacy Statement because we have a legitimate need to do so to meet our charitable objectives. Some processing of data may be carried out to perform a contract with you, or it is required by law, such as the completion of due diligence, or obligations for processing Gift Aid on your donations.

Legitimate interests

To meet our charitable aims, we need to undertake processing activities to enable us to deliver against our mission.

We will only use your email or SMS information to contact you for marketing purposes if we have your explicit consent to do so.

In some cases, we may not yet have received consent from you to contact you by post or via telephone calls but feel that you may be interested in our communications (for example, if you have recently supported us in some way, perhaps by donating or signing up for a fundraising event). We may exercise our legitimate interest to contact you by post or telephone in these circumstances, but we will always screen your details via the Mailing or Telephone Preference Service (MPS / TPS) first and carry out an assessment beforehand to ensure that the way we use your data is fair and does not exceed what you would reasonably expect to receive from us.

You will always be given the opportunity to opt out of communication by any channel at any time, and we will always make it clear to you how to do this.

Specific consent

Specific consent is where here you have provided your permission for us to process your data:

- This is where we will have asked explicitly if we can use your information for specified purposes, for example, so we can send you marketing information via email or SMS
- For our services we generally ask for consent to process your details as we require health information. Due to the nature of our services, we may not always be able to obtain consent directly from the patient due to their



condition or age. In this instance we may instead obtain consent from an authorised third-party representative of the patient (e.g. parent, guardian, power of attorney, next-of-kin)

- You have the right to withdraw consent for any purpose at any time. Please see the 'Your rights' section later in this statement.

Security of your data

We ensure that there are appropriate technical and organisational controls in place to protect your personal details. For example, all our staff receive training on data privacy and how to keep your data secure, and our network is protected and routinely monitored.

Unfortunately, no data transmission over the Internet is 100 per cent secure. As a result, while we try to protect your personal information, Little Hearts Matter cannot guarantee the security of any information you transmit to us and you do so at your own risk.

Your debit and credit card information

If you use your credit or debit card to donate to us or pay for a registration online or over the phone, we will ensure that this is done securely and in accordance with the Payment Card Industry Data Security Standard. Only staff authorised and trained to process payments will be take your donation.

We do not store your credit or debit card details at all. Following the completion of your transaction, all card details and validation codes are securely destroyed once the payment or donation has been processed. Only staff authorised and trained to process payments will be able to see your card details.

If we receive an email containing any credit or debit card details, it will be immediately deleted, no payment will be taken, and you will be notified about this.

Sharing of your information

We will not share your data with any third parties for direct marketing.

Unless otherwise stated, your personal information will be kept secure within Little Hearts Matter using appropriate technical controls to protect your details. We will not sell, trade or lease your personal information to others.

We may have to share your personal information (and special category data) with third parties in certain circumstances. Details are included below.



- We will share your details with any individual who is authorised to act on your behalf
- If you are a legacy giver, we may share information with co-beneficiaries;
- To comply with our legal obligations, we may need to disclose your details to regulators, government departments, law enforcement authorities including the Police, legal advisors, tax authorities, insurance companies, and any relevant dispute resolution body or the courts
- If you donate to a tribute fund page, this data may be collected by a third party to process your donation on our behalf
- We may share your details with our third-party payment processing providers who assist us in providing payment services for donations.
- We may share your data with social media platforms to better refine our marketing campaigns and digital advertising, or to ensure you don't receive unnecessary marketing communications.
- We may use other third-party companies or agencies to provide services or campaigns on our behalf, including, sending postal mail and emails, checking our supporter's personal information is accurate and up to date, and processing credit card payments. We will only provide these companies with the information they need to deliver the service. We don't share your data with third parties to allow them to contact you for marketing. We do comprehensive checks on these companies before we work with them, and we put a contract in place that sets out our expectations and requirements.
- Where we are under a legal or regulatory duty to do so, we may disclose your details to the police, regulatory bodies or legal advisors, and/or, where we consider this necessary, to protect the rights, property or safety of Little Hearts Matter, its personnel, visitors, users or others.

We reserve the right to disclose your personal information to third parties:

- If we sell or buy any business or assets, in which case we may disclose your personal information to the prospective seller or buyer of such business or assets; and/or
- If substantially all our assets are acquired by a third party, personal information held by us may be one of the transferred assets.

Transferring your Personal Data out of the UK

We may transfer your Personal Data out of the UK. For example, we may need to do this where our service providers referred to above are based outside the UK.



Whenever we transfer your personal data out of the UK, we ensure a similar degree of protection is afforded to it by ensuring one of the following safeguards is implemented:

- We ensure that the country we are transferring the data to has been deemed under UK data protection laws to provide an adequate level of protection for personal data.
- If the country has not been deemed to provide an adequate level of protection, we use specific contracts approved for use under UK data protection laws which give personal data an equivalent level of protection as it has in the UK.

Keeping your records

Little Hearts Matter has specific criteria to determine how long we will retain your information based on:

- The purposes for which we process your personal data and how long we need to keep the data to achieve these purposes
- How long personal data is likely to remain accurate and up-to-date
- Or how long the personal data might be relevant to possible future legal claims
- Any applicable legal, accounting, reporting or regulatory requirements which specify how long certain records must be kept

Where your information is no longer required, we will destroy all paper records and archive all digital data.

Our Website and Digital Advertising Cookies

Cookies are small text files that are automatically placed onto your device by some websites that you visit. They are widely used to improve the performance of a website, for saving different options and to provide website owners with information on how the site is being used.

We use cookies to enhance the experience of the websites, to increase the performance, to identify how the website is being used and where we can make improvements and to monitor how our advertisements perform. Some of our cookies are vital for the websites to operate effectively and others are optional but may decrease the usability or performance of the websites.



We may host encrypted personal cookie information on third party websites including Google and Facebook, to tailor and personalise our online communications with you. We use this information to identify ways in which you can support Little Hearts Matter, and this allows us to show you more relevant digital content.

These third parties may include:

- Advertisers and advertising networks (for example, social media platforms like Facebook and Google Ad Sense)
- IT Service providers
- Analytics and search engine providers (for example, Google Analytics and Google Search).

These companies are used for the purpose advertising the charity online and allowing us to effectively report the success of those adverts.

Social media

We use social media to communicate with you and share information about our campaigns, events and how we're supporting families affected by the diagnosis of a single ventricle heart condition – or half a working heart. We post on our own social media channels and use social media advertising.

We currently use Facebook, Instagram, X – formally known as Twitter, LinkedIn, TikTok and YouTube accounts.

We collect donations through Facebook Fundraisers and Facebook Donate. Where members of the public engage with our posts or publish content relevant to our work, we may like the posts, follow them, reply, or write to them. We may conduct research on what people say on public social media platforms to better understand how people feel about our sector and to improve our work.

Communication, engagement and actions taken through external social media platforms that we participate on are subject to the terms and conditions as well as the privacy policies held with each social media platform respectively.

Depending on your settings or the privacy policies for social media and messaging services like Facebook, WhatsApp or X, you might give us permission to access information from those services, for example when you publicly tag us in an event photo.

You are advised to use social media platforms wisely and communicate / engage upon them with due care and caution regarding your own privacy and personal details.

Online advertising

We use online advertising to promote our aims and activities, including via Facebook, Instagram, X – formally known as Twitter, LinkedIn, TikTok and Google platforms. We may also place adverts on other websites (e.g., local newspapers) or online platforms.

Social media pixels and web beacons on our website help us track the success of our online advertising, ensure you see adverts that are most relevant to you, and they help us improve the user experience on our sites.

We may use them:

- To see what website content is popular and how people are using the site as they allow us to track users' movements through our website. This type of information is amalgamated so that we can build up a picture of how the site is performing.
- To make sure we offer you a consistent service. For example, if we are testing new website content or want to run a survey, we use tracking to remember what content you have seen or if you have already been asked to join the survey.

When we advertise, we may ask platforms to show ads to a particular group of individuals and we may share your email with the platform (e.g. Facebook). This enables the platforms to match you with their own cookie information. We do this to ensure that you are either only delivered only adverts relevant to you or ensure you do not receive certain ads.

The social media platform may also use your profile to identify those with similar characteristics to you who we think may also be interested in finding out more about the work we do. These individuals will then be shown advertising about Little Hearts Matter.

If we share any email addresses with platforms for these will be 'hashed', a security measure where the information is encoded.

We rely upon legitimate interest for this processing as we believe that we have a legitimate interest in identifying the most appropriate target audience for our advertising content. This helps us to fundraise and be able to better support our community.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that external website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Inappropriate online content

If you post or send any content that we believe to be inappropriate, offensive or in breach of any laws – such as defamatory content on our forums or social media pages or groups – we may use your personal information to inform relevant third parties such as your internet provider or law enforcement agencies.

Photography and images

Little Hearts Matter uses photography, images and film.

The images are used in media (such as newspapers, magazines, websites, or broadcast outlets), on social media, in publications, on our website, in printed or online fundraising materials, in fundraising and awareness films or by our corporate partners who help us raise money in support of the charity.

Member Case Studies

Photography, images, and film created for member case studies is taken and used with your consent.

We will discuss with you how your, and/or your child's / relatives, image and information is going to be used and ensure you are happy for it to be used in this way. You can ask us to stop any time.

Event Photography

Where an event is organised by the charity, we will ask you for consent to use any photographs taken where you are the focus of the image. We will ensure the terms and conditions of the event tell you if there will be photographers present.

If you do not want your photograph taken, please either tell the photographer at the time, if it is convenient to do so, or contact the charity after the event. You can change your mind at any time, and we will refresh your consent on a regular basis.



Where the event is organised by a third party, we will use photography from the event under our legitimate interests. We will be clear in our terms and conditions of entry if this is the case. If you do not want your photograph taken, please either tell the photographer at the time, if it is convenient to do so, or contact the charity after the event.

At some events there may be photographers present who represent the media or the event organiser and for whom the charity is not responsible. Please review the terms and conditions issued by the event organiser for more information and inform the event organiser of your preferences and wishes in respect of photography taken.

For more information on your rights in how Little Hearts Matter use photography and images please see the Your Rights section.

Job Applicants

If you apply to work at LHM, we will only use the information you give us to process your application and to monitor recruitment statistics. If we want to disclose information to someone outside the LHM, for example, if we need a reference, we will make sure we tell you beforehand, unless we are required to disclose this information by law.

If you commence employment with LHM, your data will be processed in accordance with your employment contract and other applicable policies.

Protecting children, young persons, and vulnerable adults

Supporters under the age of 18

We are committed to protecting the privacy of the young people that engage with us.

When you register with us, you are stating that you are over 18 years of age or are a minor acting with parental consent so please ensure you have consent of your parent or responsible guardian.

Vulnerable circumstances

The charity recognises the importance of protecting individuals who may be in vulnerable circumstances. LHM follows the sector's best practice, including that issued by the Chartered Institute of Fundraising, Treating Donors Fairly.

We believe that this guidance helps to support our staff and fundraisers who encounter supporters in providing high quality customer care, ensuring anyone donating to the charity can make a free and informed decision.

Your Rights

You have a right to restrict our collection or use of your personal information for marketing purposes.

Where we are relying on your consent as the basis for processing your Personal Data you have the right to withdraw consent at any time. If you request that we do not contact you again for marketing purposes, we will respect your wishes. It may take up to one month for us to update our records and for you to stop receiving communications from us. After this time, we may still send you administrative communications, for example in relation to payments you have made or events you have signed up to take part in.

If you ask not to receive any fundraising or marketing communications from us, please be aware that your personal information may still be retained and marked to prevent you from receiving any communications and to allow us to have our work independently audited. You have a right to ask us to remove your personal information, and if it's not necessary for the purpose you provided it to us for, we will do so. In doing so, we will be unable to guarantee that you will not receive communications in the future, because we will have deleted your data and will therefore have no record of past requests from you.

If you want to guarantee that you will not receive communications from us, it is in your best interest for your data to be retained on our system so that your contact preference is recorded and adhered to.

You have a right to seek the erasure of your data (often referred to as the 'right to be forgotten'). You may wish to exercise this right for any reason, for example where it is no longer necessary for us to continue holding or processing your personal data you may withdraw your consent. This right is not absolute, as we may need to continue processing this information, for example, to comply with our legal obligations, or for reasons of public interest.

You have a right to ask us to confirm whether we are processing information about you, and to request access to this information ('right of access').

You may ask us, or we may ask you, to rectify information you or we think is inaccurate, and you may also ask us to remove information which is inaccurate or complete information which is incomplete ('right to rectification'). If you inform us that your personal data is inaccurate, we will inform relevant third parties with whom we have shared your data so they may update their own records.



Little Hearts Matter

We want to ensure that your personal information is accurate and up to date. If any of the information that you have provided us with changes, please let us know using the contact details below.

You have a right to obtain your personal data from us and reuse it for your own purposes, perhaps for another service, without hindering the usability of the data ('right of portability').

You have a right to ask us to restrict our processing of your information ('right to restriction') if:

- You contest its accuracy, and we need to verify whether it is accurate
- The processing is unlawful, and you ask us to restrict use of it instead of erasing it
- We no longer need the information for the purpose of processing, but you need it to establish or defend legal claims
- You have objected to processing of your information being necessary for the purposes of our legitimate interests. The restriction would apply while we carry out a balancing act between your rights and our legitimate interests.
- You exercise your right to restrict processing, we would still need to process your information for the purpose of exercising or defending legal claims, protecting the rights of another person or for public interest reasons.

If you would like to exercise any of your rights above, please contact us using the details found in the [contact us](#) section.

We will normally respond to your request within one month, but if your request is complex, we may need to extend that timescale. If we do, we will write to you to explain why. There is normally no charge for exercising your rights. However, if a request is manifestly unfounded or excessive, we may charge a reasonable fee or refuse to act on the request.

We do not have any access to your medical records. We will not sell or lease your personal information to third parties. We will not share your information with a third party for their own purposes unless required by law to do so. You may request details of personal information which we hold about you under Data Protection Law.

Keeping your records up to date

We really appreciate it if you let us know if your contact details change.

We may use information from external sources such as the post office national change of address database and/or the public electoral roll to identify when we think you have changed address so that we can update our records and stay in touch. We only use sources where we are confident that you've been informed of how your information may be shared and used.

We do this so we can continue to contact you where you have chosen to receive marketing messages from us and contact you if we need to make you aware of changes to our terms or assist you with problems with donations.

This activity also prevents us from having duplicate records and out of date preferences, so that we don't contact you when you've asked us not to.

We're committed to putting you in control of your data and you're free at any time to opt out from this activity.

Controller Details

Little Hearts Matter

Hagley Court, 40 Vicarage Road

Edgbaston

Birmingham

B15 3EZ

Contacting Us

Email: info@lhm.org.uk

Phone: 0121 455 8982

Address: Little Hearts Matter, 1st floor, Hagley Court, 40 Vicarage Road, Birmingham, United Kingdom, B15 3EZ



Little Hearts Matter

If you decide you no longer want to hear about our news, products, services, volunteering, or fundraising activities, you can ask us to stop contacting you by emailing info@lhm.org.uk calling 0121 455 8982 or writing to us at Little Hearts Matter, 1st floor, Hagley Court, 40 Vicarage Road, Birmingham, United Kingdom, B15 3EZ.

If you would like your personal information deleted, you can get in touch with us using the details above.

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