Just Joy

Gifter Guidelines & Privacy Notice

A quiet moment of kindness for someone's quiet Christmas.

Thank you for wanting to be part of Just Joy. By choosing a gift for a care home resident, you are helping us share kindness and remind someone that they are remembered.

Please read these guidelines before accepting a gift match.

1. How Just Joy Works

Just Joy is a volunteer-led, non-profit community initiative connecting members of the public ("Gifters") with care home residents through thoughtful Christmas gifts.

Just Joy operates on a strict zero-money basis. We do not request, accept, collect, hold or distribute monetary donations, cash, bank transfers, digital payments, financial vouchers or prepaid gift cards.

Gifters purchase their chosen physical gift directly and arrange delivery in accordance with the instructions provided by Just Joy and the participating care home.

Participation is entirely voluntary. There is no minimum spending requirement.

2. Choosing and Purchasing Your Gift

- Gifts must be new, unused and, where appropriate, in their original packaging.
- Please consider the recipient's age and approved Christmas wish when selecting a gift.
- All care home guidance concerning allergies, dietary requirements, medical needs, religious or cultural considerations and other safety restrictions must be followed.
- The care home reserves the right to inspect a gift and refuse or withhold distribution if it is considered unsuitable, unsafe or inconsistent with its policies.
- Gifts must be delivered through the approved arrangements provided by Just Joy or the participating care home.
- Please do not include additional items that have not been agreed upon **if** they could create a safety or suitability concern.
- Please avoid food gifts unless specially requested and approved by the care home.
- Please avoid alcohol unless specially requested and approved by the care home.

3. Christmas Cards, Personal Letters and Photographs

One of the special things about Just Joy is that the gift can be accompanied by a personal message from the person who chose it.

Gifters are warmly encouraged to include a Christmas card, letter or note wishing the recipient a wonderful Christmas. You may wish to share why you decided to take part in Just Joy and a little about yourself. What you choose to share is entirely up to you. There is no expectation to disclose personal details or tell a personal story.

Gifters are also encouraged, but never required, to include a photograph of themselves. This gives the recipient a friendly face to see when opening their gift and helps them appreciate the person who took the time to think of them.

Gifters with children in their family are warmly encouraged to include a little extra Christmas magic by adding some artwork created by the children, if they wish. This could be a drawing of themselves, a festive Christmas scene or any other cheerful creation they feel their recipient might enjoy. These personal touches can make a gift feel even more special and bring an extra smile to someone's Christmas.
Any letter, note or photograph must be respectful and appropriate for the recipient. Please do not include your home address, personal telephone number, email address, social media details or other information intended to establish private contact.

The participating care home may review accompanying messages and photographs before passing them to residents and may withhold anything it considers inappropriate.

4. Resident Privacy and Safeguarding

Just Joy works through participating care home management or their designated activities coordinators.

To help you choose a suitable gift, the approved wish list will include the resident's first name, age and Christmas gift wish. Where two or more residents share the same first name within a care home, an initial may be included to distinguish between them.

The care home must approve the information shared, and any necessary authorisation must be in place before a wish list is circulated.

You must not attempt to identify a resident beyond the information provided, seek out their personal details, contact them privately or visit them independently.

All gifts, letters and photographs must be passed through the approved care home arrangements. Any safeguarding concerns should be reported promptly to the relevant care home management.

5. Your Personal Information

Who is responsible for your information?
Just Joy's contact for privacy matters is founder Clare Ralph, who coordinates Gifter information on behalf of the Initiative.

What information may we collect?
We may collect your name, email address, telephone number or social media handle where necessary to coordinate your gift match and communicate with you about the initiative. Where social media is involved, this will be in a closed group.

We may also keep a record of the gift you agreed to purchase and relevant delivery updates.

How do we use your information?

Your information is used to:

- Coordinate your participation and matched resident's wish list.
- Communicate gift instructions and delivery arrangements.
- Follow up on outstanding gifts.
- Address relevant safeguarding, privacy or administrative concerns.

Who can access your information?

Access is restricted to founder Clare Ralph and any other committee member specifically authorised to coordinate the Initiative.

Your contact details will not be given to residents or shared with unrelated third parties for marketing purposes. Information may be disclosed where necessary for the Initiative's operation, with an appropriate lawful basis, or where required or permitted by law.

How long do we keep your information?

We will retain your personal information only for as long as necessary for gift coordination, record-keeping and any applicable legal requirements. Our retention arrangements will be reviewed periodically, and information will be securely deleted when no longer required.

What are your rights?

Depending on the lawful basis used and the circumstances, you may have rights to request access to your personal information, correct inaccurate details, request erasure or restriction, object to certain processing, or exercise other rights under UK data protection law.
To ask a question or make a request about your personal information, contact:Clare Ralph, Founder of Just Joy
Email: clare.ralph@yahoo.com
You may also complain to the Information Commissioner's Office (ICO) if you believe your personal information has been handled unlawfully.

6. Responsibility and Limitations

Just Joy acts as a voluntary gift-matching and coordination initiative between independent Gifters and participating care homes.

Gifters are responsible for their own purchasing decisions and for following the agreed gift and delivery instructions.

To the extent permitted by law, Just Joy cannot guarantee the quality, suitability, functionality or condition of independently purchased items, nor can it guarantee the performance of third-party couriers or delivery services.

The care home retains responsibility for its own acceptance, handling and distribution procedures. Nothing in these guidelines excludes or limits any liability that cannot lawfully be excluded or limited.

7. Agreement to the Guidelines

By accepting a gift match, you confirm that you have read and understood these guidelines and agree to follow the Initiative's gifting, privacy and safeguarding arrangements.

Participation remains voluntary, and you may contact Just Joy if you need to discuss your commitment or can no longer complete your gift match.

Thank You for Being Part of Just Joy

Every thoughtful gift, Christmas card, personal message and optional photograph helps us share kindness and remind care home residents that they are remembered and valued.

Thank you for taking the time to make someone's Christmas a little brighter.

Clare Ralph