



## Privacy Notice

Hospice Hope take the responsibility for collection and retention of data very seriously. This notice is to be used in conjunction with our Data Protection Policy and it gives information about how, when and why we collect data, how we store it.

### When and how we collect your data

A lot of personal data we process is provided by you for the following reasons:-

- You are a member, volunteer, employee, therapist or trustee of Hospice Hope
- You attend one of our Support Cafés
- You attend our Day Care Centre, Hope House in Griffydam
- You have supported us through Lights of Love, Hope and Remembrance or other similar event
- You have taken part in an event for Hospice Hope and received sponsorship for it, e.g. Ashby 20; London Marathon
- You have sponsored someone who has taken part in an event for us e.g. Ashby 20, London Marathon
- You have made a one-off donation or ongoing regular donation
- You have submitted a Gift Aid form
- You have asked to receive our quarterly Newsletter
- You have been referred to Hospice Hope via a partner organisation e.g. LOROS, Macmillan
- Your name has been given to us by an employee, guest, volunteer as an emergency contact should it be required at any time when they are working, visiting or volunteering with Hospice Hope.

### How secure is your data?

We have procedures in place to protect your data. These include password protection on all Hospice Hope computers and devices; password protected telephones for Hospice Hope, locked, secure cabinets for all paper documents with limited keyholders. Trustees, staff and key volunteers are all informed of their responsibility relating to data security and all staff, trustees and volunteers sign a confidentiality statement before they begin to work or volunteer for Hospice Hope.

Hospice Hope only shares data with approved agencies e.g. HMRC re Gift Aid or Social Services in case of any safeguarding incident. However, if you think your data has been given to another organisation without authorisation, please contact our Administrator on 07935 800 658 or email on [administrator@hospicehope.org.uk](mailto:administrator@hospicehope.org.uk)



## Your rights

You have a number of rights. If you wish to exercise any of these rights, please contact our Administrator, telephone number and email address as in previous section.

1. **Right to be informed – you have the right to know why we are collecting personal data and what we are doing with it.** This notice gives details of how and when we collect data. The data is collected only if we need it to inform you of activities, events or visits that you have requested at some point. E.g. members may pay their annual subscription by direct debit or standing order and have, therefore given us personal details.
2. **Right of access – you have the right to access the information we hold about you.** This is sometimes called “subject access request”. You have the right to ask for:
  - Confirmation that we are processing your personal data
  - A copy of that personal data
  - Other information, e.g. the purpose of processing, who it is disclosed to if anyone, retention period and other rights.

If you request this information, we will provide you with it within one month of the request being made, unless it is excessive or adversely affects the rights of others. If we are unable to comply with your request, we will notify you and give you the reason.

3. **Right to rectification – you have the right to make us correct any inaccurate data held about you** – you can ask us to complete any personal data you think is incomplete. We will respond to your request within one month or if it is not possible to comply with your request, we will let you know.
4. **Right to erasure – you have the right to be “forgotten” by us** – there are cases when you can ask us to erase all of the information that we hold about you. If you make this request, we will erase your data within one month of the request being made. There are certain situations when this right does not apply, in which case, we would let you know.
5. **Right of restriction of processing – you can ask us to use your data only in certain ways** – this could be because you have notified us that information we hold is inaccurate and we are investigating this concern. It could be that we are dealing with a query that you have on the information. We will act upon your request within one month. If this right does not apply to you for any reason, we will notify you.
6. **Right to object – you can object to us processing your personal data** – you can object to us using your data for marketing purposes. If you do this, we will stop processing it for that reason.



For other purposes, if we are using the “legitimate interest” lawful basis, you can object to the processing so long as you tell us why. We will use your reason to determine whether the objection is justified or not.

7. **Right to withdraw consent** – if we are processing your data based on your consent, you are able to withdraw your consent at any time and we will immediately cease to process your data.
8. **Right to make a complaint** – you have the right to complain to us and to a supervisory authority about how we are using your personal data. Please write to us or contact us before you go to a supervisory authority so that we can try and address your concerns first. Then if you are not happy with the way we have dealt with your complaint, you have the right to lodge a complaint with a supervisory authority. The Information Commissioner’s Office is the authority to contact and their contact details are as follows:-

The Office of the Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Helpline: 0303 123 1113  
[www.ico.org.uk](http://www.ico.org.uk)

## Your Personal Data

This is different for staff, trustees, volunteers, guests, members and therapists. We require different information depending upon the relationship that each individual has with Hospice Hope.

Below is a list of what we keep and for whom, what the lawful basis for holding information is, who we share it with and how long we will keep it.

### Staff

- All information as per your application for the post for which you are employed by Hospice Hope.
- Information relating to your bank account in order for your salary to be paid to the correct person.
- Information required to enable the required payments to be made in relation to your employment e.g. pensions details, tax code, - this information is shared only with the payroll provider i.e. Ashby Payroll Services in order for them to carry out their work on our behalf.
- HMRC documents, which will include your details, are required by law to be kept for 5 years.



- Home address and other contact details for you. Details of your next of kin in case of emergency at work, which is provided by you.
- Information will be kept for the duration of your employment and a further 6 years after you leave the employment of Hospice Hope.

### **Trustees**

- Information required for the role of a trustee as per the application form for trustees
- Information required to complete the form “proper living person”, a legal requirement for all trustees.
- Contact details for ease of contacting the whole board of trustees
- Next of kin details in case of emergency during the carrying out of duties for Hospice Hope]
- Trustee personal information is shared with the Charity Commission to comply with their requirements

### **Volunteers**

- Information required for the role of a volunteer as per our volunteer application form and subject to the type of role (e.g. additional information is required for our volunteer drivers)
- If an enhanced DBS check is required for the volunteer role, the certificate number and date of issue of the DBS certificate is retained from the copy provided by the volunteer
- Next of kin details in case of an emergency during the carrying out of duties for Hospice Hope

### **Guests at Hope House**

Individual files with assessment and personal details are kept in a locked cabinet that can only be accessed by the Care Services Manager, Chairman and Secretary of the Charity.

Limited guest information is held on a computer that is password protected, stored in locked cabinet in locked room in an alarmed building.

The Care Services Manager’s telephone is password protected; the landline telephone is stored in a locked office with limited access.



### **Guests at Ashby Support Cafe**

Names, addresses, next of Kin etc., diagnoses and doctors information is kept in a locked cupboard which has limited access and named keyholders.

Volunteers are informed of any untoward incident that may have happened in the previous week prior to guests arriving for the session.

All our volunteers know that if anything has happened, time is available after all our guests have left to discuss the matter and decide on the appropriate action to be taken if required.

A diary is kept of everybody who comes to the group; guests, volunteers, visitors etc. The people attending to provide a service mainly come through recommendations.

### **Guests at Coalville Support Café**

Names, addresses, next of kin etc. along with diagnoses and doctors information is kept and filed at the home of the Support Café leader in a secure location because there are no storage facilities available at this location.

### **Guests at Ibstock Support Café**

Assessment forms for all guests containing personal details, condition, medication, DNAR (if appropriate) are all stored in a secure location at the home of the Support Café leader because there is no storage facility at this location. The Complementary Therapist has separate assessment for all guests receiving treatment.

Record of attendees at the Support Café are kept in the diary (names only).

### **Visitors**

Visitors may be asked to “sign in”, but apart from the signature, no other detail is requested.

If you are visiting on behalf of a company, a club or to provide a service at Hope House or a Support Café, we may keep your contact details so that you can be invited again in the future either to provide your service to a different group or to invite you for a further visit/event/

### **Supporters**

Supporters details (address or other contact details – telephone number or email address) will be requested for the purpose of thank you letters, sending out the charity’s quarterly newsletter and notification of events which may be of interest to you.

### **Members**

Name, address, telephone number and email addresses will be kept for members to notify them of the charity’s Annual General Meeting and any Emergency General Meeting, to



send out information to them about events that they may be interested in or to keep them up to date with the Newsletter, which is produced quarterly.

We may also have bank details for members who provide them for the purpose of paying their annual membership fee by standing order. These are held only by our administrator and are kept in a secure place for the duration of your membership.

All details are erased one year after membership ceases for whatever reason.

This privacy notice was presented to the Trustees at the meeting held 7 May 2019.

Approved and signed by the Chairman *S Shepherd*

For review May 2021 unless legislation changes