Privacy Notice

Introduction

This is the Privacy Notice of Tynedale Hospice at Home, registered address: 1 Legion House, Beaufront Park, Anick Road, Hexham, Northumberland, NE46 4TU. Charity number 1034170. Company Number 02870776.

As part of the services we offer, we are required to process personal data about our donors, supporters, staff, volunteers, our service users and, in some instances, the friends or relatives of our service users, staff and volunteers. "Processing" can mean collecting, recording, organising, storing, sharing or destroying data.

By law we're allowed to process your data for one or more of these reasons:

- You have given consent
- We have a contractual obligation
- We have a legal obligation
- We have to protect a vital interest
- We need it to perform a task in the public interest
- We have a legitimate interest to do so (e.g. to continue our existing relationship, in order to ask for your support and process donations for our charity provided you haven't requested we don't contact you).

We are committed to being transparent about why we need your personal data and what we do with it. This information is set out in this privacy notice. It also explains your rights when it comes to your data.

Clinical, customer and fundraising information is collected for different purposes and we do not pass information between the different systems, unless you have given consent for us to do so. The only exception to this is when a patient who is also a supporter dies we will ensure there is no further contact to avoid causing distress to the family.

We do not undertake automated decision-making such as profiling.

If you have any concerns or questions please contact us: DPO@tynedalehospice.com

1. Service Users

What data do we have?

So that we can provide a safe and professional service, we need to collect and keep certain information about you. This data is collected either via phone, via email or face to face from you or your legal representative, or from a third party, e.g. your GP or district nurse. We may process the following types of data:

- Your basic details and contact information e.g. your name, address, date of birth and next of kin;

- Health and social care data about you, which might include both your physical and mental health data.
- We may also record data about your race, ethnic origin, sexual orientation or religion.

Why do we have this data and what legal reason are we relying upon to process your personal data?

We need this data so that we can provide high quality care and support and you have consented to Tynedale Hospice at Home processing this data. You have the right to withdraw your consent at any time.

Do we share your personal data?

We might need to lawfully share your data with third parties including:

- Other parts of the health and care system such as local hospitals, your GP and other health and care professionals;
- The Local Authority;
- Your family or friends – with your permission;
- Organisations we have a legal obligation to share information with i.e. for safeguarding, the CQC;
- The police or other law enforcement agencies if we have to by law or court order.

National Data Opt-Out

At this time, we do not share any data for planning or research purposes for which the National Data Opt-Out would apply. You can find out more information on the National Data Opt-Out at *https://www.nhs.uk/your-nhs-data-matters/*

2. Staff and Volunteers

Tynedale Hospice at Home collects, stores and processes personal information about prospective, current and former staff, including applicants, current and former employees, workers (including agency, casual and contracted staff), volunteers, trainees and those carrying out work experience.

What data do we have?

We need to keep certain records about you. We may record the following types of data:

- Your basic details and contact information e.g. your name, address, date of birth, National Insurance number and next of kin;
- Your financial details e.g. details so that we can pay you, insurance, pension and tax details;
- Your training records.
- Health and social care data about you, which might include both your physical and mental health data – we will only collect this if it is necessary for us to know as your employer, e.g. fit notes or in order for you to claim statutory maternity/paternity pay;

- We may also, with your permission, record data about your race, ethnic origin, sexual orientation or religion.

As part of your application you may – depending on your role – be required to undergo a Disclosure and Barring Service (DBS) check (Criminal Record Check). We do not keep this data once we've seen it.

Why do we have this data and what legal reason are we relying upon to process your personal data?

We require this data so that we can manage Tynedale Hospice at Home's contractual relationship with our staff and volunteers including being able to contact you, pay you, administer personnel functions and make sure you receive the training and support you need to perform your job. We have a legitimate interest to ensure that our computers and networks are used appropriately for business purposes only and we may therefore undertake routine monitoring of our information systems as described in our Information Security policy.

Do we share your personal data?

We may need to share your personal data with third parties, including but not limited to:

- Her Majesty's Revenue and Customs (HMRC);
- Our pension scheme provider (Legal and General);
- Our external payroll provider (BrightPay);
- Organisations we have a legal obligation to share information with i.e. for safeguarding, the CQC;
- The police or other law enforcement agencies if we have to by law or court order.
- U-Check (for DBS checks)

3. Donors/supporters

Tynedale Hospice At Home collects, stores and processes personal information about prospective, current and former donors and supporters of the charity.

What data do we have?

The personal data we hold in relation to donors is provided by individuals at the point at which they choose to support us through fundraising donations, taking part in an event or via the donation of Gift Aid on the sale of donated goods in one of our charity shops.
In order to carry out our activities in relation to donors and supporters, we process the following data:

- Contact details such as names, addresses, telephone numbers and emails.
- Bank account and credit card details

Why do we have this data and what legal reason are we relying upon to process your personal data?

We require this data to pursue our legitimate interest in fundraising and for the following reasons:

- To keep a record of donations you make to Tynedale Hospice at Home, interactions between us and our communications with you.
- To process credit and debit card donations you make.

- To process standing order or direct debit payments you make
- To claim Gift Aid on your donations
- To process your lottery draw entries
- To process your purchase of merchandise from our online shop
- To send you marketing information about our services and fundraising activities
- To process your entry for events, manage your participation and communicate with you about it
- To support community-based fundraising you might be taking part in
- To ensure we do not send unwanted information if you have informed us you do not want to be contacted
- To comply with applicable law and regulation

Do we share your personal data?

Sometimes, we need to share information with authorised people or organisations so they can deliver services to you on our behalf. For example, we sometimes use an external party to help produce our high-volume mailings, organise events or process payments.

4. How do we store your personal data?

Regardless of whether you are a service user, a member of our team or donor/supporter, your information is securely stored for the time periods specified in our Retention Policy. We will then dispose of the information as recommended by the Records Management Code, for example we will:

- securely dispose of your information by shredding paper records or wiping hard drives to legal standards of destruction.

Your personal data is held on secure servers operated by both Tynedale Hospice at Home and agencies contracted by us. We do not transfer your data outside the UK.

5. Your rights

You have the following rights under data protection law when it comes to your data:

Your right of access - You have the right to ask us for copies of your personal information.
Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.
Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at: Data Protection Officer, Tynedale Hospice at Home, 1 Legion House, Beaufront Park, Legion Road, Hexham, NE46 4TU. Email dpo@tynedalehospice.com

You can also complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have used your data.
The ICO's address:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113
ICO website: https://www.ico.org.uk

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