

PRIVACY NOTICE – ST BENEDICT’S HOSPICE SUNDERLAND, LTD

Registered Charity No: 1019410 Company Registration No: 02803974 VAT Number: 268486844 Registered Offices: St Benedict’s Hospice & Centre for Specialist Palliative Care, St Benedict’s Way Ryhope, Sunderland SR2 0NY. St Benedict’s Hospice, Sunderland Ltd is registered with the Information Commissioner in the UK (Registered No. ZA353670) and is legally bound to comply with the requirements of the Data Protection Act 1998.

This privacy notice applies only to the charity, St Benedict’s Hospice Sunderland, Ltd an independent charity which supports the work of St Benedict’s Hospice & Centre for Specialist Palliative Care. The information contained in this Privacy Notice does not cover any information held about patients and their family circumstances held by the NHS through South Tyneside NHS Foundation Trust. Information about their Privacy Notice will be found on their website at www.stft.nhs.uk/patients-visitors/your-health-information

1. HOW WE USE YOUR INFORMATION

This privacy notice is intended to indicate what you can expect when St Benedict’s Hospice, Sunderland, Ltd (the charity) collects personal data.

2. PERSONAL DATA

“Personal data” for the purpose of this notice means any information which helps the charity to identify living individuals, such as your name, address, telephone or email address. This data may also include financial details and optional information such as personal, family and lifestyle details. “Identify” means information that tells you something about that person at that time which could have an impact on them e.g. photographs.

You may be asked to supply ‘personal data’ to the charity for example in forms, surveys and questionnaires (in either paper or electronic format). We are committed to holding your personal data securely. This means that only those of our staff, volunteers and contractors that have need to see it, have access. The minimum necessary personal data supplied will be held and will only be used for the purpose it was supplied. All data will be held securely, in line with our Data Protection Policy.

3. PERSONAL DATA RELATING TO CLIENTS

Clients include, but are not limited to

- Patients/guests/relatives/carers
- Customers/suppliers/contractors
- Human Resources – staff and volunteers
- Service User information
- Organisational administrative information
- Complainants

The charity obtains contact details (names, addresses, and phone numbers) from supporters/volunteers/employees/suppliers. This data is obtained, stored and processed solely to assist in the efficient running of the charity.

4. PERSONAL DATA RELATING TO DONORS/SUPPORTERS

Donor/supporter information is held on our fundraising database, Donorflex. The information that you provide when you donate or complete a form to take part in a

fundraising activity is held on this fundraising database, with the exception of any financial information you may have given us. If you have supplied us with any financial information in order to process an order, make a donation or register for an event either by post, email or over the phone then these details are processed immediately, used only for the purpose given and then securely destroyed.

If you donate to our retail shops and have signed up to our Retail Gift Aid scheme your details will also be stored on our EPOS system, Cybertill, and these details are used to help us communicate with donors about the value of their donations to administer the Gift Aid scheme and make the claim for Gift Aid to HMRC.

Unless you instruct us otherwise, we use the information to post you information about the charity's news and events. Unless we are otherwise informed, for a period of 4 years since the last donation made, personal details supplied are used to keep people updated and informed about the work of the hospice services, how donations are raised and how they are used.

When writing to you by post we rely on the legitimate interest basis – that is, we believe that you have an interest in seeing the hospice continue to flourish and to be there for the families that need us, and the hospice has an interest in staying in touch with you and securing your ongoing support. If you have given us your telephone number we may use the telephone to contact you too.

For email and SMS (text messaging), we will only contact you by these means if you have given us explicit permission to do so.

All materials issued to supporters/volunteers/suppliers/employees and others with whom the charity communicates contain information on how we use personal data and contain contact details by telephone, mail or email on who to contact to change your communication preferences.

If you would prefer for us not to contact you by post or to update your other communication preferences please call the Database Administrator or the Fundraising Team on 0191 512 8436 or email fundraising@stbenedicts.co.uk.

Information in this Privacy Notice does not apply to players of One Wish Hospice Lottery unless they are also supporters of the charity in other ways. The charity does not have access to any records of personal details held on lottery players. These are the responsibility of NE Hospice Lottery Ltd who can be contacted at North East Hospice Lottery Ltd, Middlefield Road, Stockton on Tees, TS19 8XN.

5. PERSONAL DATA FROM PEOPLE WHO EMAIL US

Any email sent to us, including any attachments, may be monitored and used by us for reasons of security and for monitoring compliance with office policy. Email monitoring or blocking software may also be used. Please be aware that you have a responsibility to ensure that any email you send to us is within the bounds of the law.

6. PERSONAL DATA RELATING TO COMPLAINTS

A complaint or adverse comment can be made verbally (in person or by phone) or in writing (in a letter or in an email). When we receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint. We will only use the personal information we collect to process the complaint and to

check on the level of service we provide. Where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

7. PERSONAL DATA RELATING TO JOB APPLICANTS AND CURRENT AND FORMER CHARITY EMPLOYEES

When individuals apply to work for the charity, we will only use the information they supply to us to process their application and to monitor recruitment statistics. Where we want to disclose information to a third party, for example where we want to take up a reference or obtain a 'disclosure' from the Criminal Records Bureau we will not do so without informing them beforehand unless the disclosure is required by law.

Personal information about unsuccessful candidates will be held for 12 months after the recruitment exercise has been completed, it will then be destroyed or deleted. We may retain de-personalised statistical information about applicants to help inform our recruitment activities, but no individuals would be identifiable from that data. Once a person has taken up employment with the charity, we will compile a file relating to their employment. The information contained in this will be kept secure and will only be used for purposes directly relevant to that person's employment. Once their employment with the charity has ended, we will retain the file in accordance with the requirements of our retention schedule and then delete it.

8. PERSONAL DATA ON OUR WEBSITE

This part of the policy relates specifically to the website www.stbenedicts.co.uk. We collect personally identifiable information through our website. For example, you may be asked to supply personal data in certain sections of the Hospice's website, via forms, surveys and questionnaires. When we collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

Financial Transactions on our website In order to process credit/debit card, or other financial transactions we may ask for your bank or card details. If you wish to make an online donation to St Benedict's Hospice you will be directed to either the PayPal or Just Giving websites, which are accessed via the 'Donate' sections of the website. In order to input this information you will be directed to a secure page for financial transactions. We do not store or record any of these financial details. To ensure the maximum level of security is applied to your data, all transactions over the internet to and from these areas are encrypted. Credit and debit card information and bank details are not held on our web servers.

We endeavour to take all reasonable steps to protect your personal information. However, we cannot guarantee the security of any data you disclose to us whilst online. By adding your personal information to the Hospice website, you accept the inherent security risks of communications over the internet and you agree not to hold St Benedict's Hospice Sunderland Ltd responsible for any breach of security unless this is due to our negligence or wilful default.

Third party services When someone visits our website we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not

identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. For sponsored events we encourage supporters to use the Just Giving or Virgin Money Giving websites. You can find out more about this very easy and efficient means of collecting sponsorship for your event by visiting www.justgiving.com or www.virginmoneygiving.co.uk. You can also view their privacy notices on their websites.

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9. **INFORMATION SHARING** Normally, the charity will be the only people who are able to access your personal information. However, there may be times when we need to give your details to others, such as:

- IT providers who provide support to us to manage the computers, phone systems or software that we use and from whom we secure confirmation that their data storage and use policies are at least as stringent as ours;
- Public relations companies, mailing houses and other organisations that help us in printing and sending out our newsletter and/or marketing materials.
- We may sometimes be required to disclose your personal data by law such as by a regulator with appropriate power, or court order. We do not give anyone else access to your information, in return for payment, for their marketing or commercial purposes. We will not share your personal information with anyone who claims to represent you unless we are satisfied that you have appointed them, or they act in some recognised official capacity. There may be a delay to us dealing with requests whilst we confirm the caller's identity, or check that we have your approval to deal with them.

10. **COMPLAINTS OR QUERIES**

The charity tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures. This privacy notice does not provide exhaustive detail of all aspects of the charity's collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

11. **ACCESS TO PERSONAL INFORMATION**

The charity will try to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 1998. If we do hold information about you, we will:

- give you a description of it
- tell you why we are holding it
- tell you who it could be disclosed to
- let you have a copy of the information in an intelligible form.

To make a request to the charity for any personal information we may hold you need to put the request in writing addressing it to our Data Controller: Charity Data Controller, St Benedict's Hospice, St Benedict's Way, Ryhope, Sunderland SR2 0NY. If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone. If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting the Data Controller.

12. CHANGES TO THIS PRIVACY NOTICE

The charity may, from time to time, need to update and amend this policy in light of changes in the law or developments in our own or industry standards. The latest version of this policy will be posted on our website.

13. HOW TO CONTACT US

If you want to request information about our privacy policy you can email us at fundraising@stbenedicts.co.uk, or ring or write to us: St Benedict's Hospice, Sunderland Ltd (Charity), St Benedict's Way, Ryhope, Sunderland SR2 0NY Tel: 0191 512 8436.

23 May 2018