

## **Privacy Policy**

**St Joseph's Hospice is committed to ensuring the privacy and security of your personal data**

### **1. What's in this policy?**

This policy tells you about:

- The personal data that we collect about you as a patient or supporter of the Hospice, including how and why we process your personal data, who we share it with, and your rights and choices when it comes to your personal data.
- How we might use that information
- When we might use your details to contact you
- What information of yours we might share with others
- Your choices about the personal information you give us
- In this Privacy Policy, when we refer to "personal data", we mean information which could directly identify you (for example, your name or national insurance number) and information which could indirectly identify you, meaning that it could identify you when combined with other information which we hold about you (for example, your gender or date of birth).
- "Process" or "processing" means just about any conceivable use of personal data, including recording, storing, viewing or disclosing personal data.

### **2. How do we protect your personal information?**

We're strongly committed to keeping any information you give us safe. To do this we have processes and measures in place which are designed to store and dispose of your data safely, to only collect the data we need from you (with your permission, where appropriate) and to ensure that the only people who see your data are those who absolutely need to.

If at any time, however, you have any concerns that your personal information has been put at risk please get in touch with us straight away.

#### **Where we store your information**

Data which we collect or store electronically is held on a secure, password protected database. Paper records are stored in locked cabinets or drawers. We ensure that any data which is stored on portable media is password protected, although we limit this type of storage to only the most essential situations. All our data is stored in the UK.

### **3. What types of personal information does St Joseph's Hospice collect about me?**

We have to have a valid reason to use your personal information. It's called the "lawful basis for processing". Sometimes we will ask your permission to collect your data, as you will see below. Other times, when you'd reasonably expect us to use your personal information, we don't ask your permission, but only when the law allows us to do.

#### **Patients**

We will automatically collect data on our patients in order that we can provide the best possible care. Patient data is classed as 'sensitive personal data' and we must have a lawful basis for collecting this information. In this case we process data on the basis that it falls under a 'Special Category' as Health Care. If you give us permission, we will also share this information with other healthcare professionals such as GPs, District Nurses or hospitals in order that patients receive the most effective care and treatment.

#### **Donors and Supporters**

If you make a donation to the Hospice, take part in one of our fundraising events, join our weekly lottery or support our work in some other way, it's likely that we will ask you for your contact details. Where appropriate – such as with the lottery – we may ask you for bank details. This is classed as Personal Data and we will only collect this with your permission. Likewise, we consider your images – photographs or videos – as your data, where the image is of you or a small group. (We do not consider that photographs of large events and gatherings require the permission of everyone in the image).

Our legal basis for collecting and processing your data in this instance is 'Explicit Consent'. We may record this by asking you to sign a consent form, by email or to give permission verbally if you are telephoning us.

We will never ask you for more information than we need to carry out the task at hand – for example registering you as a lottery member – and we will never share this with a third party unless we employ a company to carry out a specific job which requires using your data – again, in the case of our lottery we use an external company to run the weekly draw and also our Gift Aid claims are processed using a third party. In all instances where other companies have access to the data you have given to the Hospice, those companies have signed a confidentiality agreement to assure us that they will not lose, misuse, share or process your data beyond the express purpose for which they have been entrusted with it – that is, they can only do the job they have been employed to do and cannot sell your data to anyone else, cannot use it for their own marketing purposes and must store it safely and securely.

We follow best practice as recommended by the Institute of Fundraising, and if you have signed up to or taken part in one of our events over the past two years you will still receive information

from us. In this instance, our legal basis for using your data is 'legitimate Interest' and we will not contact all our existing supporters for their explicit consent to continue contacting them. However, if you do receive such information and no longer wish to do so, please contact us using the details at the bottom of this page, or alternatively use the 'Opt Out' facility on our website

#### **4. How long will St Joseph's Hospice keep my personal information?**

- We only hold your information for as long as we do the activities we told you about or have a valid reason to keep it. Different timescales apply to different data, so we will keep patient data longer than we will keep other types of data.
- We take into account what type of information it is, the amount collected, how sensitive it might be and any legal requirements
- We design our internal processes and systems so that we don't hold your information any longer than we have to
- We may remove your details from our database if we haven't heard from you for a long time.
- When we delete or dispose of your data, we ensure that this is done securely and safely in order that your data cannot be accessed by anyone else.

#### **5. How will St Joseph's Hospice use my personal information?**

We use your information for these types of things:

- a. To ensure we can provide the best possible care for our patients. This means we will need to collect personal details and medical information when we admit patients to the Hospice.
- b. To respond to any requests, complaints and enquiries
- c.. To contact our supporters about events and Hospice news, including sending out our annual Bumper Draw tickets
- d. To process Gift Aid claims
- e. To manage our weekly Hospice Lottery draw

At present, we will only send out information by post. We hope in future to communicate with more of our supporters by email if people are happy to share their contact details with us.

## **8. Will I be contacted for marketing purposes?**

The Hospice will only send you information on the subjects outlined in Section 6 (above) and only if you have agreed that we can do this. We will never send marketing materials for third parties or share your details with third parties for marketing purposes

You can choose to stop receiving information from us at any time, by telephoning us, writing to us, emailing us or by using our website to 'opt out' of receiving any further contact from us.

## **9. When does St Joseph's Hospice share my personal information with others?**

We'll never sell your personal information. We do share it with others in these ways:

- a. With other health care professionals, if you are a patient with us and have given us permission to do. This ensures that our patients get the best possible care, even if they have to be admitted for a hospital stay or transferred to another place of care.
  
- b. With companies who perform specific tasks for us, such as in processing our Gift Aid claims or helping run our Hospice Lottery. In all such cases, and indeed with any company with whom we work, we ask that a confidentiality agreement be signed to ensure that any data they may come into contact with, either directly, passively or accidentally, is treated in confidence and where such data is in their possession, the data is held securely for only as long as is necessary and is disposed of securely when no longer required for the task at hand. We make sure that your personal information is looked after as if we were handling it directly. We carefully select these companies, only share with them what they need to do the work and we make sure they keep your information secure.

## **10. What are my rights?**

You are in control of your personal information.

You have the right to:

- Request a copy of your information
- To ask us to correct information that's wrong, to delete it or to request that we only use it for certain purposes
- To change your mind, and ask us to stop using your information. For example, opting out of any contact from us, e.g. hearing about events and Hospice news.

## **14. How will I find out about changes to this policy?**

We update this policy sometimes. When we do this we will publicise this on our website and on our social media platforms (Twitter and Facebook)

## **15. How can I contact St Joseph's Hospice?**

For any questions about your data or comments about this policy please speak to our Data Protection Officer.

By email: [Dataprotectionofficer@jospice.org.uk](mailto:Dataprotectionofficer@jospice.org.uk)

By post:

Data Protection Officer  
St Joseph's Hospice  
Ince Road  
Thornton  
Merseyside  
L23 4UE

By telephone: 0151 924 3812

We're regulated by the [Information Commissioner's Office](#). You can also contact them for advice and support.