

St Peter's Hospice Data Protection Policy Statement (website)

St Peter's Hospice is committed to protecting the information it collects in as required by its responsibilities under the Data Protection regulations.

This Data protection policy statement explains how and why we collect personal data, and the ways in which we may use this data to provide you with relevant information and services, and to communicate with you around fundraising and volunteering opportunities.

St Peter's Hospice is registered with the Information Commissioners Office under the Data Protection Act as a Data Controller: registration number **Z5547200**. Our trading arm, St Peter's Hospice Enterprises Limited, is registered under number **Z5547873**. Our registration details can be found on the ICO website <https://ico.org.uk/esdwebpages/search>

By using our services, and/or by providing us with your personal data, you are consenting to us collecting and processing your data in line with our registration.

What we do

St Peter's Hospice is a Bristol charity caring for adults with life-limiting illnesses. We aim to improve the quality of their living and dying while extending care and support to their families and loved ones. We provide physical, psychological and spiritual care for our patients in their own homes as well as at the Hospice. We also teach other healthcare professionals about how to care for people at the end of their lives.

To provide that care we rely on funding through Gifts in Wills, donations, fundraising activities and events and our shops.

Information we may collect

We process information relevant to our activities and services. This may include:

- personal details,
- family / carer details,
- lifestyle and social circumstances,
- education and employment details,
- goods and services,
- financial details.

We also process sensitive classes of information that may include:

- physical or mental health details,
- racial or ethnic origin,
- religious or other beliefs of a similar nature.

Please note: We use CCTV security cameras to maintain security of our premises and for preventing and investigating crime.

How do we use this information

We use the information provided by you for a number of purposes including:

- To provide health information, services, or products which you have requested.
- To identify 'lookalike' audiences on social media channels to provide information, services, or products that we feel may be of use or interest to those audiences.
- To process one-off and recurring donations.
- To manage gift aid claims on your donations.
- To provide you with information on our volunteering and fundraising activities, where you have indicated that you are happy to receive this information.
- To manage your event registrations.
- To manage your education course registrations.
- For administrative purposes, to accurately maintain our organisational records, including the recording of feedback and/or complaints.

How we comply with the 8 Principles of Data Protection

Principles:

- 1) Personal information must be processed for limited purposes.
- 2) Personal information must be processed in line with the data subjects' rights.
- 3) Personal information must be adequate, relevant and not excessive.
- 4) Personal information must be fairly and lawfully processed.
- 5) Personal information must not be kept for longer than is necessary.
- 6) Personal information must not be transferred to other countries without adequate protection.
- 7) Personal information must be secure.
- 8) Personal information must be accurate and up to date.

SPH Processes:

- We gather relevant information about you to allow us to carry out our duties; providing care to our patients and their families and managing our fundraising events and activities.
- We explain how this data is used in relevant literature such as patient guides or on event registration forms.
- We maintain a high level of control over our databases to ensure Information Security and ensure that staff maintaining our databases have up to date knowledge of data protection.
- We regularly audit and quality checks our systems and retain records against our records retention policy which aligns to the NHS code of practice for record keeping.
- We do not hold or process data outside of the EU.

Sharing your data

We do not share or sell any personal details with third-parties for commercial purposes. We may pass personal details to third parties only in the following circumstances:

- Where we have data sharing agreements in place with other Healthcare providers who may also be providing care to you. This is done under a data sharing agreement and with your consent. You have the right to revoke this consent should you so choose.

- Where we have a legal obligation to do so (for example, to law enforcement agencies).
- Where we use third parties for provision of certain services which you have asked to receive (for example, printing and mailing agencies who we use to send material in the post) and other third parties who provide services supporting our charitable or fundraising activities.

Accessing your Data

You have the right to access and amend the personal and sensitive data we may hold about you.

- **For Patients**

Please address your request in writing to: Medical Director, St Peter's Hospice, Charlton Rd, Bristol BS10 6NL.

- **Staff**

Please address your request in writing to: HR Administrator, St Peter's Hospice, Charlton Rd, Bristol BS10 6NL.

- **Volunteers**

Please address your request in writing to: Head of Volunteer Resources, St Peter's Hospice, Charlton Rd, Bristol BS10 6NL.

- **For Donors and / or Event Participants**

Please address your request in writing to: Database Administrator, St Peter's Hospice Fundraising Office, Block C, Estune Business Park, Wild Country Lane, Long Ashton, BS41 9FH.

Please be aware we cannot respond to telephone requests or requests received through our website or via social media. We may be able to respond to email requests if we have the requesting email address already on our database. A small administration charge may apply.

Further Information

If you require further clarification or information on our Data protection principles please contact dataprotection@stpetershospice.org

Policy review

Our Data Protection Policy was last reviewed and updated in **June 2017**.

This policy is reviewed annually and the latest version of the policy is published on our website www.stpetershospice.org