



HALTON HAVEN
Hospice for a special kind of caring 

Privacy Notice
Version 3: May 2020

Based in Runcorn, Cheshire; Halton Haven Hospice ('the Hospice', 'we', 'us') provides free, specialist palliative care to patients facing a life-limiting illness; and their families. The Hospice is a registered charity (no.702654) and company limited by guarantee (no.2397402). Our registered contact details are;

Halton Haven Hospice
Barnfield Avenue
Murdishaw
Runcorn
Cheshire
WA7 6EP

01928 712 728

This document applies to the Hospice as a whole, inclusive of all work streams and all aspects of service delivery.

Any questions or concerns in respect to data protection should be addressed to the Hospice's Data Protection Officer, Laura Beechey, at the Hospice address and telephone number above or via email: laura.beechey@haltonhaven.co.uk

What data do we collect?

Halton Haven Hospice collects the following types of data;

- Personal data, for example;
 - Name
 - Address
 - Phone number
 - Email address
 - Date of birth
 - Financial details

- Special categories of personal data, for example;
 - Racial or ethnic origin
 - Religious or philosophical beliefs
 - Genetic data
 - Biometric data
 - Health information
 - Sexual orientation

These lists are not exhaustive but they give a good idea of the kinds of information that the Hospice collects.

How and why do we collect data?

You provide Halton Haven Hospice with most of the data that we hold about you, however sometimes we receive your information from a third party such as clinical data from your GP or donation information from businesses such as Just Giving. We may also gather information about you that is already in the public domain.

We collect and process data when you interact with any of our work streams and services. We do this so that we can provide the best possible care, make better strategic and operational decisions, fundraise more efficiently and, ultimately, provide you with the best possible service.

How do we store your data?

Your data is stored securely, whether in hard copy or electronic format.

To prevent unauthorised access and disclosure, the Hospice has a number of policies, procedures and systems in place to safeguard the information that we hold.

Hard copy information is stored in lockable filing cabinets or lockable rooms, and is accessible only to people who have a legitimate and specific reason for doing so.

Electronic data is stored on an NHS authorised system, while financial data, including retail payments, are processed by a third-party payment processor with all of the appropriate legal safeguards in place.

Halton Haven Hospice uses a comprehensive data retention schedule that clearly sets out how long we are legally required to retain personal information for prior to destruction. We will make sure that your details are not stored for longer than they should be, and will make sure that they are disposed of in accordance with the law.

When disposing of personal data, Halton Haven Hospice uses P6 micro shredders for small amounts of information and Yield Confidential Waste Services for larger amounts.

How do we process your data?

Processing means any operation or set of operations that is performed on data including;

- Collection
- Recording
- Organisation
- Structuring
- Storage
- Retrieval
- Consultation
- Use
- Sharing
- Erasure
- Destruction

This applies whether the processing is automated or manual.

Halton Haven Hospice does not process information about you unless;

- It is absolutely necessary to do so,
- There are appropriate safeguards in place, and;
- There is a lawful basis for doing so

What we will not do with your data

Halton Haven Hospice will not sell or rent your information to a third party or share your information for marketing purposes.

Cookies

The Hospice website, like many others, uses "cookies". Cookies are small pieces of information that get stored on your computer allowing the website to recognise that you have visited before.

A cookie in no way gives us access to your computer and it does not allow us to identify you. We use cookies to help in the improvement of the website, so that we can deliver an enhanced user experience and personalised service.

For more information about our use of cookies there is a link to the 'Cookie Declaration' on the front page of the Hospice website. If you want to, it is possible to switch off cookies in the settings of your web browser, or you can click on 'opt out' via the cookie declaration on the Hospice website.

A good source of information about cookies is available at www.allaboutcookies.org

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave the Hospice website, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information that you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Direct marketing

Direct marketing includes any advertising or marketing communication; and all promotional materials that are directed to a particular individual or company; whether trying to sell a product, promote an organisation or raise awareness and funds for a charity or cause. This includes information and communications that include a marketing element, even if that is not the primary purpose.

Halton Haven Hospice will adhere to the 2003 Privacy and Electronic Communication Regulations, the Advertising Standards Agencies' code of practice and the Fundraising Regulator's guidelines.

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right to stop Halton Haven Hospice from contacting you for marketing purposes at any time.

Data protection rights

You have the following rights in relation to your personal data;

(a) The right of access – You have the right to request to know what information the Hospice holds about you, why we have it and what we do with it. This is called a Subject Access Request. If you would like to make a subject access request you can email or write to the Data Protection Officer. There are special rules about this, which the Data Protection Officer will explain to you.

(b) The right to be informed – You have the right to know what we collect, why we collect it and what we do with it. This privacy notice has therefore been developed to provide you with this information.

(c) The right to rectification – You have the right to request that we correct any incorrect information that we hold about you.

(d) The right to erasure – You have the right to request that we erase your information, although there are strict rules guiding whether or not this is possible.

(e) The right to restrict processing – You have the right to request that we block or restrict the processing of your information, although there are strict rules guiding whether this is possible.

(f) The right to data portability – You have the right to ask for a copy of your information, for your own personal use, although there are strict rules about this.

(g) The right to object – You have the right to object to us processing your information at all, although there are strict rules about this.

For enquiries about any of the above you should contact the Data Protection officer at laura.beechey@haltonhaven.co.uk

Changes to our privacy notice

This privacy notice will occasionally be updated so you may wish to check it each time you submit personal information to the Hospice. The privacy statement will always have the date and version number included on the first page. By checking this you will be able to see if it has been updated since the last time you read it.

Keeping you informed

We have a legal duty to tell you if something goes wrong involving your information. If this happens we will tell you verbally what has happened and, if you would like us to, follow this up in writing. The Data Protection Officer will always follow up on incidents and investigate what has happened, why and what can be done to stop it from happening again. We will always do our best to support you if you are directly affected by a data protection incident.

Further information

If you have any questions or concerns about this privacy notice or about data protection in general you can contact the Hospice's Data Protection Officer;

Laura Beechey
Data Protection Officer
Halton Haven Hospice
Barnfield Avenue
Murdishaw
Runcorn
Cheshire
WA7 6EP

01928 712 728

laura.beechey@haltonhaven.co.uk

Should you require further information or assistance you can contact the Information Commissioners Office (ICO) helpline on 0303 123 1113. ICO are responsible for monitoring data protection in England.