

# Thames hospice

## **Policy: DATA PROTECTION POLICY**

<b>Date</b>	<b>Author/ Reviewer</b>	<b>Approved by</b>	<b>Doc name</b>	<b>Comment</b>	<b>Next Review</b>
May 2020	Juliana Luxton Head of Governance and Quality.	SMT	ADM-P-0014	<p><u>May 2020</u> Policy reviewed and updated. Legitimate Interest Matrix reviewed.</p> <p><u>December 2019</u> Legitimate Interest Matrix updated.</p> <p><u>June 2019</u> S2 SIRO information added. S4 updated. Appendix 2e added – Children and Young People Privacy Notice.</p> <p><u>March 2019</u> Appendix 2b added</p> <p><u>Dec 2018</u> Policy reviewed. Appendix 1 - Legitimate Interest Matrix updated. Appendix 2b - Supporter Privacy Statement updated. Appendix 3 – Use of Cookies updated</p> <p><u>June 2018</u> New Section added on Privacy Impact Assessments.</p> <p><u>May 2018</u> Appendix 1 updated. Appendix 2 Privacy Statements updated. Policy revised to take account of GDPR and Data Protection Act 2018 from May 25 2018.</p> <p><u>Feb 2018</u> Appendix 2B updated to say, “We will never sell your data”</p> <p><u>Previous Review History:</u> Jan 2018 July 2017 Dec 2016 Jan 2016</p>	Nov 2020

## **1 Purpose of Policy**

- 1.1 Thames Hospice is a charity supporting people living in East Berkshire and South Buckinghamshire. Thames Hospice needs to collect personal information about people we interact with in order to carry out our business and provide our services because:
- We provide healthcare services to our patients.
  - We ask for support from fundraisers and donors.
  - We raise funds via our retail outlets.
  - We manage various functions, such as HR or payroll that require us to keep (personal) data about our staff or volunteers.
- 1.2 Therefore, people on whom we may hold data include patients, employees (present, past and prospective), volunteers, fundraisers and donors, those who shop in our stores or play our lottery, suppliers and other business contacts.
- 1.3 The information we might hold or process on individuals may include name, address, email address, date of birth, private and confidential information, and sensitive information. We often hold financial or health data on individuals.
- 1.4 In addition, we may occasionally be required to collect and use certain types of such personal information to comply with the requirements of the law. No matter how it is collected, recorded and used (e.g. on a computer or on paper) this personal information must be dealt with properly to ensure compliance with the Data Protection Act 2018 (the Act) and the General Data Protection Regulation (GDPR).
- 1.5 The lawful and proper treatment of personal information by Thames Hospice is extremely important to our success and in order to maintain the confidence of our service users and employees. We ensure that we treat personal information lawfully and correctly.
- 1.6 This policy should be read in conjunction with other Thames Hospice Policies including but not limited to the Thames Hospice Information Governance Policies, Records Management Policies and the Thames Hospice Confidentiality Policy.
- 1.7 Thames Hospice staff are permitted to use video conference systems such as Zoom or Microsoft teams, and should exercise caution when sharing data on these systems.

## **2 Responsibilities**

- 2.1 Thames Hospice will:
- Ensure that there is always one person with overall responsibility for data protection. This person is the Head of Governance and Quality who is appropriately qualified and experienced in data protection.
  - Provide training for all staff members who handle personal information.
  - Provide clear lines of report and supervision for compliance with data protection.
  - Carry out regular checks to monitor and assess new processing of personal data and to ensure the Thames Hospice notification to the Information Commissioner is updated to take account of any changes in processing of personal data.
  - Develop and maintain data protection procedures to include roles and

responsibilities, notification, subject access, training and compliance testing.

## 2.2 Data Protection Officer: Head of Governance and Quality.

- Responsible for the application of policy and procedure, provision of guidance, training and support for the implementation of Information Governance principles in all strategic and service developments and day-to-day provision of services and care.
- To report any breaches to appropriate external bodies, e.g. the Office of the Information Commissioner, as required.
- To ensure the principles of data protection and information governance are applied as part of normal practice in the provision of care and other services.
- To review and sign off Privacy Impact Assessment screening documentation.

The Thames Hospice Data Protection Officer can be contacted on:

Phone	01753 842121
Letter	Thames Hospice Data Protection Officer, Thames Hospice, Pine Lodge, Hatch Lane, Windsor, SL4 3RW
email	<a href="mailto:dataprotectionofficer@thameshospice.org.uk">dataprotectionofficer@thameshospice.org.uk</a>

## 2.3 Caldicott Guardian: Director of Patient & Family Services.

- Responsible for the management of patient /service user confidentiality and information use, sharing and disclosure issues by:
- Providing advice and being accountable for that advice.
- Being the conscience of the organisation.
- Providing a focal point for patient/service user confidentiality and information sharing issues.
- Being concerned with the management of patient /service user information.

The Thames Hospice Caldicott Guardian can be contacted on:

Phone	01753 842121
Letter	Thames Hospice Caldicott Guardian, Thames Hospice, Pine Lodge, Hatch Lane, Windsor, SL4 3RW
email	<a href="mailto:caldicottguardian@thameshospice.org.uk">caldicottguardian@thameshospice.org.uk</a>

## 2.4 Senior Information Risk Owner (SIRO): Chief Executive Officer

- The SIRO will be expected to understand how the strategic business goals of the organisation may be impacted by information risks
- The SIRO will act as an advocate for information risk on the Thames Hospice Board
- The SIRO will provide an essential role in ensuring that identified information security risks are followed up and incidents managed

## 2.5 Information Asset Owners: Directors who are directly responsible for the databases and information related to their department:

- Patient Databases: Director of Patient and Family Services.
- Finance & Payroll Databases: Finance Director.
- Human Resources Database: Director of Human Resources.
- Fundraising/Donor Databases: Director of Fundraising.
- Retail Databases: Retail Director.

2.6 Information Asset Administrators: – team leaders managing the use of the data.

2.7 Users: anyone using the data as part of their work.

2.8 All employees will, through appropriate training and responsible management:

- Observe all forms of guidance, codes of practice and procedures about the collection and use of personal information.
- Understand fully the purposes for which Thames Hospice uses personal information.
- Collect and process appropriate information, and only in accordance with the purposes for which it is to be used by Thames Hospice to meet its service needs or legal requirements.
- Ensure the information is correctly input into all Thames Hospice systems.
- Ensure the information is securely destroyed (in accordance with the Thames Hospice Records Retention Schedule – see Thames Hospice Records Policy) when it is no longer required.
- On receipt of a request for information held about an individual, immediately notify the Head of Governance and Quality.
- Not send any personal information outside of the United Kingdom without the authority of the Head of Governance and Quality or the Caldicott Guardian.
- Understand that breaches of this Policy may result in disciplinary action.

### **3 Scope**

3.1 All Thames Hospice staff, volunteers and teams and sites are within the scope of this document.

3.2 All staff working in or on behalf of Thames Hospice (this includes contractors, temporary staff, secondees and all volunteers and permanent employees) are within the scope of the document.

### **4 Access to Records (Subject Access Requests or 'SARs')**

4.1 The Head of Governance and Quality manages all SARs on behalf of Thames Hospice.

4.2 Requests to access records must be made to the Head of Governance and Quality (Data Protection Officer) in writing.

4.3 Patients and anyone else on whom we hold records (staff, volunteers, donors, etc) have the right of access to their records or healthcare records in line with the requirements of the Data Protection Act 2018 and the requirements of GDPR.

4.4 The Hospice will review the request and will respond to any request within legal timeframes.

- 4.5 In some cases where information recorded is assessed as detrimental to the health or well-being of the individual, information may be withheld. In the case of healthcare records, this must be justified and recorded appropriately by the Head of Governance and Quality working together with the Medical Consultant.
- 4.6 Patients or patient's representatives may request copies of patient medical records. The Head of Governance and Quality will liaise with the Consultant, key clinician or appropriate manager prior to providing copies of notes made.
- 4.6.1 Patients or their representatives MUST NOT be given the original copy of their notes to take away – ownership lies with the Hospice.**
- 4.7 Third Party Requests. In some cases, other third parties may request access to records, e.g., Police, Solicitors, Insurance Companies, etc. Requests should be made in writing to the Head of Governance and Quality, who will liaise with the Consultant, key clinician or appropriate manager prior to providing copies of any data. The Hospice again reserves the right to make a moderate charge for this service.

## **5 Donor Data**

- 5.1 Donor data will be processed in line with legislation and guidance, including, but not limited to the Data Protection Act, and guidance from the Fundraising Regulator's Code of Fundraising Practice:  
<https://www.fundraisingregulator.org.uk/code-of-fundraising-practice/code-of-fundraising-practice/>
- 5.2 We will use personal information:
- To provide services, products or information requested.
  - To create an account for donors if registered with us.
  - For administration purposes.
  - To further our charitable aims, including for fundraising activities. (Fundraising and related research may include new prospect identification research and wealth screening.)
- 5.3 We may analyse and screen the personal information we collect to create a profile of donor interests and preferences so that we can contact donors in the most appropriate way and with the most relevant information. Where relevant, we may also assess donor personal information for the purposes of fraud.
- 5.4 We will contact potential donors based upon their expressed preferences for contact from us.
- 5.5 There are different legal conditions through which we can send direct marketing to an individual. One of them is called 'legitimate interest', which enables us, in certain circumstances, to send direct marketing to an individual without having their prior consent. When we use legitimate interest we will make sure that individuals have the opportunity to say 'no' or object to future direct marketing. (See Appendix 1).
- 5.6 We will send direct marketing by post where:
- There is a legitimate interest, AND

- The legitimate interest is not overridden by the rights and interests of the individual.

5.7 Our donors and supporters will be treated fairly and respectfully and we will ensure that we meet our legal obligations. Using our Legitimate Interest Matrix (see Appendix 1), we will ask:

- Do we have a legitimate interest, taking account of the individual's reasonable expectations? Are we sure we aren't overriding their fundamental rights?
- Are we confident we pass the legitimate interest test?

5.8 We will undertake a balancing assessment to consider what an individual would reasonably have expected their personal information to be used for at the time that they provided it.

5.9 We publish privacy notices (see Appendix 2) which go into more detail about how we do this.

5.10 Keeping donor data safe - Personal information and details of enquiries received are stored on a secure database.

5.11 If for any reason a donor wishes to have personal details removed from our records, they can contact us and request that data is removed. We will always comply promptly with such requests.

5.12 We will remove the details of anyone who has not actively supported us in the last eight years.

## **6 Privacy Impact Assessment (PIA) Screening**

6.1 The Hospice will complete a Privacy Impact Assessment before undertaking any project that involves the use of personal data, or to any other activity that could have an impact on the privacy of individuals. A 'project' means any plan or proposal at the Hospice – it does not just apply to formally defined projects following a project management methodology.

6.2 Examples of projects requiring a PIA could be:

- A new IT system for storing and accessing personal data.
- A data sharing initiative where two or more organisations seek to pool or link sets of personal data.
- A proposal to identify people in a particular group or demographic and initiate a course of action.
- Using existing data for a new and unexpected or more intrusive purpose.
- A new surveillance system (especially one that monitors members of the public) or the application of new technology to an existing system (for example adding Automatic number plate recognition capabilities to existing CCTV).
- A new database that consolidates information held by separate parts of an organisation.
- Legislation, policy or strategies that will impact on privacy through the collection of use of information, or through surveillance or other monitoring.

## **7 Distribution and Implementation**

- 7.1 This document is made available to all staff and volunteers, and is published on the Thames Hospice website.
- 7.2 A global notice will be sent to all staff notifying them of the release of this document.

## **8 Training Plan**

- 8.1 A training needs analysis has been undertaken for staff and volunteers affected by this document.
- 8.2 Based on the findings of that analysis, appropriate training is provided to staff and volunteers as necessary.

## **9 Monitoring**

- 9.1 Compliance with the policies and procedures laid down in this document will be monitored by the Head of Governance and Quality, together with independent reviews by auditors.
- 9.2 The Head of Governance and Quality is responsible for the monitoring, revision and updating of this document on a two yearly basis or sooner if the need arises.

## **10 Breach of Policy**

- 10.1 Any deviation in practice from the above policy and procedure will be deemed a breach of policy.
- 10.2 Any breach of this policy by Thames Hospice employees may lead to formal disciplinary action.
- 10.3 Any breach of this policy by Thames Hospice volunteers may lead to formal action under the Problem Solving Policy and Procedure.

## APPENDIX 1 – THAMES HOSPICE LEGITIMATE INTEREST MATRIX

Type of Supporter	TYPE OF CONTACT													
	GAMBLING		EVENTS							APPEALS			Major Gifts	NEWSLETTER
	Lottery	Raffle	Bubble Rush	Santa Dash	In mem events e.g. Sunflower Walk, LUAL	Carol Concerts	Community Events	Challenge Events e.g. Treks	Other	Regular Giving	Cash Appeals	Gifts in Wills		
Opt in Generic	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>ACTIVE</b> Positive contact in last 3 years. These people or organisations have not formally opted in, but are on our database as supporters. Balance Legitimate interests for each contact	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Bereaved individuals* that have supported TH.</b> These people have not formally opted in, but are on our database as supporters, bereaved in the last year. These people move to 'active' one year after the bereavement. Balance Legitimate Interest for each contact.	NO	NO	NO	NO	✓	NO	NO	NO	NO	✓	✓	NO	✓	✓
<b>Bereaved individuals* have not supported TH.</b> These people are contacted for In Mem events until 2.5 years max after their bereavement an example is a member of immediate family. Balance Legitimate Interest for each contact.	NO	NO	NO	NO	✓	NO	NO	NO	NO	NO	NO	NO	NO	No
<b>LAPSED</b> Positive contact in last 4 -8 years. These people have not formally opted in, but are on our database as supporters. Balance Legitimate interest for each contact	✓	✓	NO	NO	NO	✓	✓	NO	✓	✓	✓	NO	✓	✓
<b>Raffle Players</b>	✓	✓	✓	✓	NO	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Lottery Players</b>	✓	✓	✓	✓	NO	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Retail and Fundraising Gift Aid</b> These people have not formally opted in, but are on our database as supporters. Balance Legitimate interests	✓	✓	NO	NO	NO	NO	NO	NO	NO	✓	✓	NO	✓	✓
<b>Fundraising groups</b>	NO	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Legacy Pledgers</b>	NO	NO	NO	NO	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Cold Prospects +A4(eg. High net worth individuals without previous support)</b>	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	✓	NO

NOTE: Writing to those on the database to confirm mailing preferences is always a future option

NOTE: It is always OK to thank a donor, even if they specifically state no further mailing contact

NOTE: Inserts/door drops are not addressed to the individual so are anonymous and all OK.

\* Bereaved individuals, where the Thames Hospice Fundraising team have been made aware of a connection with the Hospice.



## APPENDIX 1 – THAMES HOSPICE LEGITIMATE INTEREST MATRIX

### Thames Hospice – Lawful Bases for processing data.

<b>What are the lawful bases for processing?</b>
The lawful bases for processing are set out in Article 6 of the GDPR. At least one of these must apply whenever we process personal data:
<b>(a) Consent:</b> the individual has given clear consent for you to process their personal data for a specific purpose.
<b>(b) Contract:</b> the processing is necessary for a contract you have with the individual, or because they have asked you to take specific
<b>(c) Legal obligation:</b> the processing is necessary for you to comply with the law (not including contractual obligations).
<b>(d) Vital interests:</b> the processing is necessary to protect someone’s life.
<b>(e) Public task:</b> the processing is necessary for you to perform a task in the public interest or for your official functions, and the task or
<b>(f) Legitimate interests:</b> the processing is necessary for your legitimate interests or the legitimate interests of a third party unless there

	Right to erasure	Right to portability	
Consent	✓	✓	
Contract	✓	✓	
Legal obligation	X	X	
Vital interests	✓	X	
Public task	X	X	
Legitimate interests	✓	X	

### Checklist

In place	We have reviewed the purposes of our processing activities, and selected the most appropriate lawful basis (or bases) for each activity.
In place	We have checked that the processing is necessary for the relevant purpose, and are satisfied that there is no other reasonable way to achieve that purpose.
In place	We have documented our decision on which lawful basis applies to help us demonstrate compliance.
In place	We have included information about both the purposes of the processing and the lawful basis for the processing in our privacy notice.
In place	Where we process special category data, we have also identified a condition for processing special category data, and have documented this.
Not applicable	Where we process criminal offence data, we have also identified a condition for processing this data, and have documented this.

## **APPENDIX 2 – PRIVACY STATEMENTS**

### **A. PRIVACY AND PATIENT INFORMATION**

#### **1. Your information - what you need to know about your health records at Thames Hospice**

##### **What we do**

Thames Hospice is a local charity supporting people living in East Berkshire and South Buckinghamshire. We provide expert nursing and medical care, with emotional and practical support for adults who have illnesses from which they are not expected to recover. Our care and support extends to family, friends and carers.

##### **Why we collect information about you**

In carrying out some of these roles we may collect information about you, which helps us respond to your queries or provide specialist services. We may keep your information in written form and/or on a computer. The records may include basic details about you, such as your name and address. They may also contain more sensitive information about your health and also information such as financial information if you are a donor to Thames Hospice.

##### **How we keep your records confidential**

Everyone working for Thames Hospice is subject to the Common Law Duty of Confidence. Information provided in confidence will only be used for the purposes advised and consented to by the patient, unless there are other circumstances covered by the law.

All our staff are also required to protect your information, inform you of how your information will be used, and allow you to decide if and how your information can be shared.

##### **Other organisations with whom we may share your Personal Information**

Our guiding principle is that we are holding your records in strictest confidence.

We may share your information for health purposes with other organisations such as NHS Trusts, General Practitioners (GPs) and other contracted service providers such as Community Health Service providers.

We are also required by law to report certain information to the appropriate authorities. This is only provided after formal permission has been given by a qualified health professional. Occasions when we must pass on information include:

- Where we encounter infectious diseases that may endanger the safety of others, such as meningitis or measles (but not HIV/AIDS).
- Where a formal court order has been issued

Information may also be required to be shared for your benefit with other organisations, from which you are also receiving care, such as social services. Where information sharing is required with third parties, we will not disclose any health information without your explicit consent, unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires it.

The Governance Team may look at your records to monitor and audit the quality of records and care, or if dealing with a complaint.

The Care Quality Commission, our regulatory body, may also look at records as part of their inspection process; they will ask your consent.

There is occasionally very limited access to identified members of our administration team in support of patient and family related events.

### **Your Right to Withdraw Consent for us to Share Your Personal Information**

At any time you have the right to refuse/ withdraw consent to information sharing. The possible consequences will be fully explained to you and could include delays in receiving care.

### **How can you get access to your own health records?**

You have the right to see or have a copy of your health records. You do not need to give a reason for this.

If you want to access your health records you should make a written request to the Head of Governance and Quality at Thames Hospice. You should also be aware that in certain circumstances your right to see some details in your health records may be limited in your own interest or for other reasons.

## **2. Your information- Other Records at Thames Hospice**

All our services are free, thanks to the generous support of fundraisers and donors who help to raise the money that we need to run our Hospice each year. This means that we also collect information about people who contribute to our fundraising or make a donation. Again, we treat all information confidentially. See our Privacy Statements and our Fundraising Promise.

## Further Information

If you would like to know more about how Thames Hospice uses your information please **contact** our Head of Governance and Quality who is the Thames Hospice Data Protection Officer.

Phone	01753 842121
Letter	Thames Hospice Data Protection Officer, Thames Hospice, Pine Lodge, Hatch Lane, Windsor, SL4 3RW
email	<a href="mailto:dataprotectionofficer@thameshospice.org.uk">dataprotectionofficer@thameshospice.org.uk</a>

Further information can also be obtained from the NHS Care Record Guarantee and the NHS Confidentiality Code of Conduct.

For independent advice contact The Information Commissioner:

Helpline number 0303 1231113 or at [www.ico.org.uk](http://www.ico.org.uk)

## **B. THAMES HOSPICE SUPPORTER PRIVACY STATEMENT**

This statement sets out how Thames Hospice<sup>1</sup> uses and protects your personal information, including data from your use of our website.

Thames Hospice is committed to protecting your privacy. This statement describes how we collect and use personal information about people who donate to us or visit our websites. The terms of this statement may change, so please check it from time to time.

Thames Hospice is the Data Controller for personal data about supporters, (for example, event attendees or newsletter subscribers). For the purpose of this document we will use the group term 'supporters' to describe any one of these groups. Our ICO registration number is **Z9131620**.

We do not trade personal data for commercial purposes and will only disclose it if required by law, if it is necessary to arrange your event attendance, or if it is with your consent. Thames Hospice uses providers based in the European Economic Area to process supporter data.

This policy was updated in December 2018 to show that we are adhering to the new General Data Protection Regulation (GDPR), which comes into force in May 2018.

Use the '[Contact Us](#)' link form or contact our Data Protection Officer for any data protection queries.

### **Read more about the data we process and store**

#### **How do we collect information?**

We obtain personal information from you when you enquire about our activities, register with us, buy items through our online shop, make a donation to us, or ask a question via our '*Contact Us*' section.

#### **What information do we collect?**

The personal information we collect might include name, date of birth, email address, postal address, telephone number and credit/debit card details.

We also gather general information about the use of our websites, such as which pages users visit most often and which services, events or facilities are of most interest. We may also track which pages users visit when they click on links in Thames Hospice emails. We may use this information to personalise the way our websites are presented when users visit them, to make improvements to our websites and to ensure we provide

---

<sup>1</sup> Thames Hospice and Thames Hospice Trading

the best service for users. Wherever possible we use aggregated or anonymous information that does not identify individual visitors to our websites.

### **How do we use this information?**

We will use your personal information:

- To provide you with the services, products or information you have requested.
- To create an account for you if you register with us.
- For administration purposes.
- To further our charitable aims, including for fundraising activities.(Fundraising and related research may include new prospect identification research and wealth screening.)

As part of this, we may analyse and screen the personal information we collect to create a profile of your interests and preferences so that we can contact you in the most appropriate way and with the most relevant information. Where relevant, we may also assess your personal information for the purposes of fraud and credit risk reduction. We may also check or update the address that we hold for you using publicly available information.

### **Keeping data safe**

Your personal information and details of the enquiries received are stored on a secure database. If for any reason you wish to have your personal details removed from our records, please contact us using the contact details below.

### **Your choices**

You have a choice about whether you want to receive information about our progress and fundraising activities. We will not use your personal information for marketing purposes if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us at any time.

### **How do we protect personal information?**

All of our online forms are protected by encryption. We also use a secure server when you make a donation or payment via our websites. We take appropriate measures to ensure that the personal information disclosed to us is kept secure, accurate and up to date and kept only for so long as is necessary for the purposes for which it is used.

### **Will we disclose the information we collect to outside parties?**

We will never sell your data. We may pass your information to our service providers e.g. mailing companies to post our newsletter, agents e.g. data services to clean our data: and associated organisations e.g. suppliers for the purpose of completing tasks, such as mailing you or updating your personal information and providing services to you. Where we use service providers we will make sure there are appropriate controls in place, and they must always sign a confidentiality agreement where your data is kept securely and only used for the purpose of the Thames Hospice project for which they have been appointed.

## **Links**

Our websites may include links to websites run by other organisations. Thames Hospice is not responsible for the privacy practices of these other websites so you should read their privacy policies carefully.

## **Changes**

If your personal details change, please help us to keep your information up to date by notifying us at [fundraising@thameshospice.org.uk](mailto:fundraising@thameshospice.org.uk) or phone us on 01753 842121

We may change the terms of this privacy statement from time to time. If we do so, we will post the changes here, so please check from time to time. By continuing to use our websites you will be deemed to have accepted such changes.

## **Email subscribers**

If you subscribe to our mailing list you will be automatically be subscribed to receive email updates. You will only receive information that you have opted in to receive.

Depending on your preferences, we may contact you for the following reasons:

- Thames Hospice newsletters,
- Fundraising campaigns
- Fundraising events
- In Memory Events
- Thames Hospice Lottery or Raffle

We currently use Mailchimp for our email marketing as our email broadcast platform. Mailchimp store their data in the US although they comply with the EU-U.S. Privacy Shield Framework and the Swiss – U.S. Privacy Shield Framework. They do share data with third parties.

We transfer all contacts to our own database, ThankQ which is UK hosted. This system is kept updated with your marketing preferences.

You can change your email marketing preferences at any time, by clicking 'unsubscribe' on any of our emails or by contacting: our Data Protection Officer:  
[dataprotectionoffice@thameshospice.org.uk](mailto:dataprotectionoffice@thameshospice.org.uk)

## **Donors and Fundraisers**

As we get to know you, we will collect the following types of information:

- Name, title/s and full postal address
- Bank, credit card and payment details
- Contact details such as email addresses, social media links and telephone numbers
- Your date of birth

- Information relating to events you may organise such as the event date, the donation collection method, records of the money raised
- How you heard about us
- What kind of connection you have with our charity
- Why you have decided to donate to us - we will never make this question mandatory, and fully understand if you are not comfortable telling us
- Your motivations
- Your feedback from our services or dealings with us
- Contact notes relating to your involvement with the charity or are considering having with our cause

How much of this information we collect depends on the type of relationship you have with us and the information we build in the course of your relationship with us.

**We do not store personal information that you share with us unless there is a clear and valid reason for doing so.**

We will use your information to:

- Provide you with the services, products or information you asked for
- Administer your contact details and give you the opportunity to change your preferences as well as amend errors and update your data
- Manage donations (including processing Gift Aid)
- Support your fundraising activities
- Help with your activities online Keep a record of your relationship with us (including your feedback)
- Ensure we know how you prefer to be contacted
- Understand how we can improve our services, products or information
- Screen and analyse our supporters against a demographic database for the purpose of segmentation, so that we can efficiently and cost-effectively fundraise, and ensure the most suitable level of marketing is carried out across our entire supporter base
- Flag your data record – for example if you request to be removed from certain mailing lists, opt out of any specific data processing, or if you have special requirements
- Conduct surveys so that we can be sure our customer care and services are maintained to a high standard

We may also use your personal information to detect and reduce fraud and credit risk, or for due diligence purposes.

We need to keep the details of financial transactions for seven years after the financial year of a donor's last gift, in the event of a tax or banking enquiry. We will only contact you to thank you. If you say that you would like to hear from us, you will be added to our email subscriber list and will receive regular updates and fundraising asks. You can change your preferences on these updates at any time.



## **Contact form users**

If you get in touch with us via the 'contact us' form on our website, we may save the details you share with us on our database. This way, if you get in touch with you in future we can refer to our previous conversations. We will not contact you or share your details without asking for your consent.

## **Social Media users**

You may come across Thames Hospice on Social Media through your own networks, or you may be presented with an advertisement from us. We target advertisements at audiences that look like they have an interest in Thames Hospice. We do this to inform, educate and engage new potential supporters.

Social Media is a hugely valuable tool for us and for the community that we serve, which is why we use the platforms. Social Media companies such as Facebook however are commercial companies. We want to remind our users that information that shared on timelines, on our page or in private messages may be used or sold by Social Media providers for commercial purposes.

## **Event Attendees**

When you attend a Thames Hospice event, we will need your name, email address and in some cases your payment information. We will use this information solely for the purpose of administering the event.

## **Employees and Job Applicants**

Thames Hospice has an Employee and Job Applicants Privacy Notice which you can read by clicking here.

<https://thameshospice.org.uk/assets/Downloads/PDFs/Employee%20Privacy%20Notice%201.5.18.pdf>

## **Volunteers**

Thames Hospice has a Volunteer Privacy Notice which you can read by clicking here.

<https://thameshospice.org.uk/assets/Downloads/PDFs/Volunteer%20Privacy%20Notice%201.5.18.pdf>

## **Patients and Patient Information**

Thames Hospice has a Patient and Patient Information privacy notice which you can read by clicking here. <https://thameshospice.org.uk/privacy-and-patient-information>

## **Third Party Cookies**

The only third party cookies used on our site are known as 'performance cookies'. These take no personal information, but collect website usage statistics anonymously to help us monitor how our website performs. Anything that is not directly on our website is not

applicable to our Cookie Policy. For more information see our use of Cookies and extended Third Party Cookies information.

## **Your Rights**

As an individual whose personal data is processed by Thames Hospice you have the following rights:

- The right to be informed – which is what this privacy notice is for
- The right to access the data we hold about you the right to object to direct marketing
- The right to object to processing carried out on the basis of legitimate interests
- The right to erasure (in some circumstances)
- The right of data portability
- The right to have your data rectified if its inaccurate
- The right to have your data restricted or blocked from processing

To exercise any of these rights, please the Thames Hospice Data Protection Officer.

If you are not happy with the way we have handled your data, and are unable to resolve the issue with us personally, you can complain to the ICO.

## **FURTHER INFORMATION**

If you would like to know more about how Thames Hospice uses your information please contact the Thames Hospice Data Protection Officer.

Phone: 01753 842121 or at: [dataprotectionofficer@thameshospice.org.uk](mailto:dataprotectionofficer@thameshospice.org.uk)

Letter: Thames Hospice Data Protection Officer, Thames Hospice, Pine Lodge, Hatch Lane, Windsor SL4 3RW

For independent advice contact The Information Commissioner:  
Helpline number 0303 1231113 or at [www.ico.org.uk](http://www.ico.org.uk)

## **C. EMPLOYEE AND JOB APPLICANTS PRIVACY NOTICE**

**Data controller: Thames Hospice**

**Data protection officer: Juliana Luxton**  
**([dataprotectionofficer@thameshospice.org.uk](mailto:dataprotectionofficer@thameshospice.org.uk))**

Thames Hospice collects, stores and processes personal information about prospective, current and former staff including applicants, employees, (and former employees) and workers to manage the employment relationship. We are committed to being transparent about how we collect and use that data and to meeting our data protection obligations.

### **What information do we collect?**

We collect and process a range of information. This includes:

- Name, address and contact details, including email address and telephone number, date of birth and gender.
- The terms and conditions of employment.
- Details of qualifications, skills, experience and employment history, including start and end dates, with previous employers and any references received.
- Information about remuneration, including entitlement to benefits such as pensions or insurance cover.
- Details of bank accounts and national insurance numbers.
- Information about marital status, next of kin, dependants and emergency contacts.
- Information about nationality and entitlement to work in the UK.
- information about any criminal records;
- Details of days of work and working hours and attendance at work.
- Details of periods of leave, including holiday, sickness absence, and other leave and the reasons for the leave.
- Details of any disciplinary or grievance procedures, including any warnings issued and related correspondence.
- Assessments of performance, including appraisals, performance reviews, training, performance improvement plans and related correspondence.
- Information about medical or health conditions, including disabilities for which we need to make reasonable adjustments.
- Equal opportunities monitoring information, including information about ethnic origin, sexual orientation, health and religion or belief.

We collect this information in a variety of ways. For example, data is collected through application forms or CVs; obtained from your passport or other identity documents such as your driving licence; from forms completed by you at the start of or during employment; from correspondence with you; or through interviews, meetings or other assessments.

In some cases and with your consent we collect personal data about you from third parties, such as references supplied by former employers and information from criminal records checks where applicable and permitted by law.

Data is stored in a range of different places, including in your personnel file and in our HR management systems

### **Why do we process personal data?**

We need to process data to enter into an employment contract with you and to meet our obligations under your employment contract. For example, we need to process your data to provide you with an employment contract, to pay you in accordance with your employment contract and to administer pension and insurance entitlements.

In some cases, we need to process data to ensure that we are complying with our legal obligations. For example, we are required to check an employee's entitlement to work in the UK, to deduct tax, to comply with health and safety laws and to enable employees to take periods of leave to which they are entitled. For certain positions, it is necessary to carry out criminal records checks to ensure that individuals are permitted to undertake the role in question.

In other cases, we have a legitimate interest in processing personal data before, during and after the end of the employment relationship. Processing employee data allows us to:

- Run recruitment processes.
- Maintain accurate and up-to-date employment records and contact details (including details of who to contact in the event of an emergency), and records of employee contractual and statutory rights.
- Operate and keep a record of disciplinary and grievance processes, to ensure acceptable conduct within the workplace.
- Operate and keep a record of employee performance and related processes.
- Operate and keep a record of absence and absence management procedures, to allow effective workforce management and ensure that employees are receiving the pay or other benefits to which they are entitled.
- Obtain occupational health advice, to ensure that we comply with our duties in relation to individuals with disabilities, meet our obligations under health and safety law, and ensure that employees are receiving the pay or other benefits to which they are entitled.
- Operate and keep a record of other types of leave (including maternity, paternity, adoption, parental and shared parental leave), to allow effective workforce management, to ensure that we comply with duties in relation to leave entitlement, and to ensure that employees are receiving the pay or other benefits to which they are entitled.
- Ensure effective general HR and business administration.
- Provide references on request for current or former employees.
- Maintain and promote equality in the workplace.

Some special categories of personal data, such as information about health or medical conditions, are processed to carry out employment law obligations (such as those in relation to employees with disabilities and for health and safety purposes).

Special categories of personal data, such as information about ethnic origin, sexual orientation, health or religion or belief, are processed for the purposes of equal opportunities monitoring. Data that we use for these purposes is anonymised or is collected with the express consent of employees, which can be withdrawn at any time. Employees are entirely free to decide whether or not to provide such data and there are no consequences of failing to do so.

You have some obligations under your employment contract to provide us with data. In particular, you are required to report absences from work and may be required to provide information about disciplinary or other matters under the implied duty of good faith. You may also have to provide us with data in order to exercise your statutory rights, such as in relation to statutory leave entitlements. Failing to provide the data may mean that you are unable to exercise your statutory rights.

We recognise the need to treat personal and sensitive data in a fair and lawful manner. No personal information held by us will be processed unless the requirements of fair and lawful processing can be met.

### **Who has access to data?**

Your information will be shared internally, including with members of the HR team and Finance and is controlled and only available on a need to know basis. All staff receive training on the principles of data protection and information security.

We will not forward your personal details to a third party organisation without your consent. Please be assured that any third party organisations that we use/ or have a contract with will not pass on any personal data that we share with them, and we ensure that any third party we use has appropriate data security policy in place.

### **How do we protect data?**

We take the security of your data seriously. We have security procedures and rules to protect your data. Your data will be kept in a secure environment and only accessed by employees in the performance of their duties.

### **How do you update your data?**

We want to make sure that your personal data is accurate and up to date. Please let us know of your details change.

Human Resources, Thames Hospice, Pine Lodge, Hatch Lane, Windsor SL4 3RW, or via e-mail [hroffice@thameshospice.org.uk](mailto:hroffice@thameshospice.org.uk)

## **For how long do we keep data?**

We do not keep your data for longer than is necessary for the purposes for which it is processed. We will retain personal data for the minimum period required by legislation, or national guidance provided by statutory authorities. When no longer required for day to day processing, personal information will be archived, either electronically or if in hard copy, stored in a secure archive held offsite and then destroyed when the retention period has ceased.

## **Your rights**

As a data subject, you have a number of rights. You can:

- Ask to be informed why, where and how we use your information.
- Ask for access to your information.
- Ask for your information to be corrected if it is inaccurate or incomplete.
- Ask for your information to be deleted or removed where there is no need for us to continue processing it.
- Ask to restrict the use of your information.
- Ask to copy or transfer your information from IT system to another in a safe and secure way.
- Object to how your information is used.

For more information please contact Juliana Luxton at [dataprotectionofficer@thameshospice.org.uk](mailto:dataprotectionofficer@thameshospice.org.uk)

If you believe that Thames Hospice has not complied with your data protection rights, you can complain to the Information Commissioner.

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Fax: 01625 524 510

If you have any questions about this Privacy Notice please contact Juliana Luxton at [dataprotectionofficer@thameshosice.org.uk](mailto:dataprotectionofficer@thameshosice.org.uk)

If you have any queries about this privacy statement please contact the Thames Hospice Data Protection Lead on 01753 848955. You can see more about what Thames Hospice does with records in our general Privacy Statement, which you can find at: <https://www.thameshospice.org.uk/privacy-and-patient-information>

## **D - VOLUNTEER PRIVACY NOTICE**

**Data controller: Thames Hospice**

**Data protection officer: Juliana Luxton**  
**([dataprotectionofficer@thameshospice.org.uk](mailto:dataprotectionofficer@thameshospice.org.uk))**

Thames Hospice collects, stores and processes personal information about prospective, current and former volunteers to manage the volunteering relationship. We are committed to being transparent about how we collect and use that data and to meeting our data protection obligations.

### **What information do we collect?**

We collect and process a range of information. This includes:

- Name, address and contact details, including email address and telephone number, date of birth and gender.
- Details of qualifications, skills, experience provided in the application form or during the interview process and any references received.
- Information about and emergency contacts if provided.
- Information about entitlement to volunteer in the UK.
- Information about any criminal records should the role require a DBS check.
- Details of any problem raised either about the volunteer or by the volunteer and copies of related correspondence.
- A record of training completed by the volunteer.
- Information about medical or health conditions, including disabilities should the volunteer make us aware of them.
- Equal opportunities monitoring information if provided by the volunteer, including information about ethnic origin, health and religion or belief.

We collect this information in a variety of ways. For example, data is collected through application forms; enquiry forms; through documents submitted as part of the DBS check process; the Equality & Diversity Monitoring Form, parental consent forms or through your informal interview.

In some cases and with your consent we collect personal data about you from third parties, such as references and information from criminal records checks where applicable and permitted by law.

Data is stored in a range of different places, including on our Volunteer Database System and paper files stored securely at Pine Lodge.

### **Why do we process personal data?**

We need to process data to understand who Thames Hospice volunteers are, to ensure we are providing the right training, making reasonable adjustments wherever possible, to check that a volunteer has the right to volunteer in the UK and to comply with health

and safety laws. For certain positions, it is necessary to carry out criminal records checks to ensure that individuals are permitted to undertake the role in question.

In other cases, we have a legitimate interest in processing personal data before, during and after the end of the volunteering relationship. Processing volunteering data allows us to:

- Run recruitment processes.
- Maintain accurate and up-to-date volunteering records and contact details (including details of who to contact in the event of an emergency).
- Operate and keep a record of problem solving processes, to ensure acceptable conduct and to improve our practices.
- Ensure effective general Volunteer Services and business administration.
- Provide references on request for current or former volunteers.
- Maintain and promote equality in the organisation.

Special categories of personal data, such as information about ethnic origin, health or religion or belief, are processed for the purposes of equal opportunities monitoring. Data that we use for these purposes is anonymised or is collected with the express consent of volunteers, which can be withdrawn at any time. Volunteers are entirely free to decide whether or not to provide such data and there are no consequences of failing to do so.

We recognise the need to treat personal and sensitive data in a fair and lawful manner. No personal information held by us will be processed unless the requirements of fair and lawful processing can be met.

### **Who has access to data?**

Your information will be shared internally, including with members of the HR and Volunteer Services and is controlled and only available on a need to know basis. All staff and volunteers receive training on the principles of data protection and information security.

We will not forward your personal details to a third party organisation without your consent. Please be assured that any third party organisations that we use/ or have a contract with will not pass on any personal data that we share with them, and we ensure that any third party we use has appropriate data security policy in place.

### **How do we protect data?**

We take the security of your data seriously. We have security procedures and rules to protect your data. Your data will be kept in a secure environment and only accessed by employees in the performance of their duties.

### **How do you update your data?**

We want to make sure that your personal data is accurate and up to date. Please let us know of your details change.



Volunteer Services, Thames Hospice, Pine Lodge, Hatch Lane, Windsor SL4 3RW, or via e-mail [volunteers@thameshospice.org.uk](mailto:volunteers@thameshospice.org.uk)

### **For how long do we keep data?**

We do not keep your data for longer than is necessary for the purposes for which it is processed. We will retain personal data for the minimum period required by legislation, or national guidance provided by statutory authorities. When no longer required for day to day processing, personal information will be archived, either electronically or if in hard copy, stored in a secure archive held offsite and then destroyed when the retention period has ceased.

### **Your rights**

As a data subject, you have a number of rights. You can:

- Ask to be informed why, where and how we use your information.
- Ask for access to your information.
- Ask for your information to be corrected if it is inaccurate or incomplete.
- Ask for your information to be deleted or removed where there is no need for us to continue processing it.
- Ask to restrict the use of your information.
- Ask to copy or transfer your information from IT system to another in a safe and secure way.
- Object to how your information is used.

For more information please contact Juliana Luxton at [dataprotectionofficer@thameshospice.org.uk](mailto:dataprotectionofficer@thameshospice.org.uk)

If you believe that Thames Hospice has not complied with your data protection rights, you can complain to the Information Commissioner.

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Fax: 01625 524 510

If you have any questions about this Privacy Notice please contact Juliana Luxton at: [dataprotection\\_officer@thameshosice.org.uk](mailto:dataprotection_officer@thameshosice.org.uk)

# **E – CHILDREN AND YOUNG PEOPLE PRIVACY NOTICE**

## **Privacy Notice for Children and Young People using our services**

### **What do we record?**

We record basic information about who you are, where you live, which service you are using, why you are using our service and about the work that we are doing with you. If it is relevant to the service we are providing we may also keep records on your health condition or financial position. We will not keep information that is not relevant to the service we will provide you with and will always let you know what information we collect.

### **Why do we need to keep files?**

We keep records to record how we have worked with you, and they help us decide how best we can help you, as well as assessing how successful we have been in helping you. The legal basis for collecting this data is defined as a legitimate interest.

### **Who can see my record?**

- Staff at the service you use
- Some senior managers at Thames Hospice
- Official inspectors might look at your record and check that we are doing the work we are supposed to be doing and ensuring we are keeping accurate records
- Representatives of the Local Authority or our NHS Commissioners, but only if there is a legitimate reason to do so. The representatives would only do this to assure themselves – and you – that our work is continuing as it should.

### **Sharing information**

We will seek permission from you before sharing your record with other services and professionals that work with you. We will always respect your wishes if you do not consent to us sharing information except:

- When we share information with another agency as part of the contract for the service. We will tell you whenever this applies.
- When we are delivering the service on behalf of another organisation; again we will explain to you what this means at the outset.
- When we believe you are at risk, or where someone else may be at risk, for example child protection, safeguarding.
- When we are legally required to share the information, for example following a court order.

### **How do I go about seeing my information?**

You can see your records and receive copies at any time by completing a subject access request form and giving this to someone at Thames Hospice, who will pass it to our Data Protection Officer. Once the request has been received we will arrange for you to look through your file in the presence of a member of staff. If the information is stored electronically we will produce it in a format that is easy to read. Our Data Protection

Officer can answer questions and note any changes you think should be made to the record. Once a Subject Access Request is received we must respond quickly. We will not charge you for this information.

### **Can any part of the file be withheld from me?**

Sometimes the service receives information from someone (e.g. a Doctor) that is written in confidence. When this happens we have to obtain the agreement of the person providing the information before sharing it with you. On very rare occasions we might withhold some of the information because it could seriously harm you to see it. References to other people might also be withheld.

### **What happens to files when I stop using a service?**

The file will be closed and kept by us for as long as NHS Guidance tells us to. It may be kept longer if policy or law requires this but will be kept for no longer than necessary. Throughout this time you will have the right to see the information kept on you.

If we are delivering the service on behalf of another organisation, then sometimes the responsibility for the files returns to that organisation at the end of the contract with them. We will always let you know when this happens.

### **Can I ask you to delete my information?**

Individuals have the right to have personal data erased. This is also known as the 'right to be forgotten'. If there is no legitimate interest or legal reason for Thames Hospice not to delete this information then you can ask us to delete any information we have on record. There are times when we are not able to do this in relation to a specific contract or where there are potential safeguarding issues.

### **What can I do if I am not satisfied with the process, or with what is in my file?**

If you do not see your file within one month of asking to do so or have any other complaints about the contents of your file you can contact the Thames Hospice Data Protection Officer. [dataprotectionofficer@thameshospice.org.uk](mailto:dataprotectionofficer@thameshospice.org.uk)

You can also complain to the Information Commissioner for the Data Protection Act. The Information Commissioner's contact details are:

Information Commissioner Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF  
01625 545 745

## **APPENDIX 3 – USE OF COOKIES**

### **Use of cookies**

By continuing to use our site you are consenting to our use of cookies.

A cookie is a small file that asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. We use this data to determine the number of people using our site and to better understand how they find and use our web pages. With this information we can continually improve the information that we provide on our site and the processes for actions such as contacting us and donating. We can also use it to increase the number of new people finding our site. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

### **Third Party Cookies**

The only third party cookies used on our site are known as 'performance cookies'. These take no personal information, but collect website usage statistics anonymously to help us monitor how our website performs. Anything that is not directly on our website is not applicable to our Cookie Policy.

### **Website visitors**

We use Google Analytics to track site user interaction. We have Google Analytics code installed on our site which creates one or more text files on your computer (called a "cookie"). The cookies contain an ID number which is used to uniquely identify your browser and track each site you visit that has Google Analytics enabled.

Google Analytics stores the following data:

- Time of visit, pages visited, and time spent on each page of the webpages
- Interactions with site-specific widgets
- Referring site details (such as the URL a user came through to arrive at this site)
- Type of web browser
- Type of operating system (OS)
- Flash version, JavaScript support, screen resolution, and screen colour processing ability
- Network location and IP address

- Document downloads
- Clicks on links leading to external websites
- Errors when users fill out forms
- Clicks on videos
- Scroll depth

Google also collects information about you from its Doubleclick tracking and profiling service, from ad-supported apps on your Android or iOS device, from your YouTube and Gmail activity and from your Google account. This data is put together and used to make inferences about your age, gender, interests, hobbies, shopping habits and living circumstances.

### **How do I prevent being tracked by Google Analytics?**

If you are uncomfortable with this tracking, you can take the following actions:

- Use a tracking-blocker, such as Privacy Badger
- Clear cookies after every browsing session
- Install the Google Analytics opt-out extension

### **Your Rights**

If you already have Google Analytics cookies, they will be updated with the latest information about your visit to the site.

As we cannot access any personal data about you ourselves, we are not the Data Controller for your Google Analytics or Doubleclick profile data. You would need to contact Google directly for this information.

You have the right to object to this tracking and to stop it happening. If you would like more detail about the methods used, please get in touch by contacting our Data Protection Officer: [dataprotectionofficer@thameshospice.org.uk](mailto:dataprotectionofficer@thameshospice.org.uk)

### **FURTHER INFORMATION**

If you would like to know more about how Thames Hospice uses your information please **contact** our Data Protection Officer.

Phone: 01753 842121

Letter: Thames Hospice Data Protection Officer, Thames Hospice, Pine Lodge, Hatch Lane, Windsor SL4 3RW

Email: [dataprotectionofficer@thameshospice.org.uk](mailto:dataprotectionofficer@thameshospice.org.uk)

For independent advice contact The Information Commissioner: Helpline number 0303 1231113 or at [www.ico.org.uk](http://www.ico.org.uk)