



## Visitors and General Public Privacy Notice

This privacy notice applies to all visitors to St Michael's Hospice and any member of the general public who makes contact directly with us. This notice is to let you know what we do with the information you provide to us and why we need it.

### **Who are we?**

St Michael's Hospice Hastings & Rother is a registered charity (no.288462) Registered in England and Wales on 5th March 1991, Company Number: 1776496. The Hospice has two subsidiary companies, St Michael's Hospice Lottery, Company Number 3351501 and St Michael's Hospice (Retail), Company Number 2404963 which are incorporated in the UK for the purposes of generating income for charitable purposes.

We provide high quality, responsive palliative care and bereavement support across Hastings and Rother and work collaboratively with others to improve end of life care for all.

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

To carry out our duties as a charitable healthcare organisation we collect information about you that enables us to meet regulatory and contractual obligations and ensure the safe and effective management of the Hospice. This includes processing for quality assurance, service improvement, providing information for statistical and audit purposes and ensuring that all health and safety standards are met.

The personal information we collect may include one or more of the following:

1. Your Name
2. Your Contact Details
3. Details of your representatives
4. Vehicle registration details including automatic number plate recognition
5. CCTV images
6. Correspondence with us including complaints, suggestions and compliments
7. Information you may send to us or enter onto our website
8. Health information, in relation to COVID 19 checks when visiting the Hospice
9. Any other information you choose to share with us

If you use our website to access further information about the Hospice, please see our website Privacy Notice. It can be found at <http://stmichaelshospice.com/privacy-notice>



## **How do we use the information we collect about you?**

We use your personal data for a number of purposes including the following:

- To account for any visitors to our premises in the event of an evacuation
- To comply with the NHS Test and Trace service
- To mitigate infection control risks (e.g. COVID 19 lateral flow testing) associated with visiting the Hospice
- To ensure the most appropriate response to any questions you ask
- For the prevention and detection of crime and the identification of those responsible
- To improve the quality of the service we deliver
- To process requests for training and education
- To understand the needs of the people of Hastings and Rother in relation to our strategic aims.

Under the Data Protection Act 2018 we are permitted to process your information for one or more of the following reasons:

- you have provided consent
- it is necessary for us to be legally compliant
- to fulfil your contractual obligations
- there is a legitimate interest to do so (e.g. in our role as an employer or healthcare provider)
- processing is necessary for the performance of a task carried out in the public interest.

The Hospice will carry out a Legitimate Interest Assessment (LIA) for cases where legitimate interest is being used as a basis for processing information.

We will never share or sell your information to third parties for marketing purposes or for any unjustifiable reason.

We will provide your information to authorised parties as appropriate, e.g. CQC, NHS Test and Trace, Police, only with the information they need to deliver the relevant service. In addition, if there is a legitimate business interest we will share appropriate information within the organisation.

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

We don't keep your information for longer than is necessary for the purposes for which it is processed. This is in accordance with our Data Protection policy which adheres to the Data Protection Act 2018.

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We have IT systems that we use to keep your information safe and secure. Where this information is on a database that is not hosted by the Hospice, we have service contracts with providers that give assurance of compliance with the relevant legislation and standards for data security.

Where your information is not kept electronically we have security measures, policies and an audit process in place to ensure your information remains secure, not retained or processed unless there is a documented justifiable reason and is only shared on a "needs to know" basis.

## **How long do we keep your information?**

The length of time that we will retain your information will vary depending on the nature of the record. Our Data Protection policy specifies the length of retention period for specific information and this is determined either by statutory guidance or best practice. A copy of our Data Protection policy can be requested by sending an email to [DPO@stmichaelshospice.com](mailto:DPO@stmichaelshospice.com)

## **What are your rights over your information that you have provided to us?**

Under the Data Protection Act 2018, you have the right to:

- Access your personal data by making a Subject Access Request
- Request rectification, erasure or to restrict your data
- Right to object to the processing of your data
- Data portability-right to request transfer of data
- Make a complaint to the organisation that processes your information (St Michael's Hospice) or the Information Commissioners Office (ICO)

All requests will be considered and complied with in line with the ICO guidance.

We want to make sure that your personal information is accurate and up to date.

Please let us know if your details change by contacting:

### **Chief Executive's office**

St Michael's Hospice  
25 Upper Maze Hill  
St Leonards on sea  
East Sussex  
TN38 0LB  
e-mail: [kmason@stmichaelshospice.com](mailto:kmason@stmichaelshospice.com)  
Tel: 01424 456367

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If you need to make a complaint or require further information on how your data is processed, please contact:

**Data Protection Officer**

St Michael's Hospice  
25 Upper Maze Hill  
St Leonards on sea  
East Sussex  
TN38 0LB  
e-mail: [DPO@stmichaelshospice.com](mailto:DPO@stmichaelshospice.com)  
Tel: 01424 457984

You may also contact the Information Commissioners Office (ICO) if you are concerned, or unhappy with how the Hospice is processing your data. You can do this by reporting a concern on the ICO website <https://ico.org.uk/concerns/>

**Changes to this privacy notice**

From time to time, we may need to update this privacy notice to ensure it meets any changes to regulations or reflects any changes to the way we manage your information. Please ensure you review the latest privacy notice that can be accessed on our website or on our HR Information system.