

st michael's hospice

WEBSITE PRIVACY NOTICE

This privacy notice applies to all user of St Michael's Hospice website www.stmichaelshospice.com 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 and 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 organisation we may collect information about you when you access our website that enables us to improve the service we offer online and ensure the effective management of the Hospice. This includes processing for internal record keeping and service improvement and the use of 'Cookies' (where you consent to this).

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

1. Your name
2. Job title
3. Contact information, including e-mail address
4. Demographic information such as postcode, preferences and interests
5. Your preferences for how and when we communicate fundraising and marketing information to you
6. Correspondence with us
7. Information you may choose to send us or enter onto our website (such as CV's or application forms).

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How do we use the information we collect about you?

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

- To ensure the most appropriate response to any questions you ask
- To analysis web page traffic if you have allowed 'Cookies'
- To complete our recruitment process for employees or volunteers
- To deliver our services as a hospice for our own internal administrative purposes
- For statistical purposes appropriate to our services
- To comply with relevant laws and regulations.

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
- There is a legitimate interest to do so (eg in our role as a charitable healthcare organisation).

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 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 we use cookies

A cookie is a small file which 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 within our website. 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. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. 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.

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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.

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.

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.

Links to other websites

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

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

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).

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All requests will be considered and complied with in line with 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:

Marketing Department – for users of our website

St Michael's Hospice

Upper Maze Hill

St Leonards on sea

East Sussex

TN38 0LB

email: marketing@stmichaelshospice.com

Tel: 01424 457982

Director of Income Generation – for fundraising and donation enquiries via our website

St Michael's Hospice

Upper Maze Hill

St Leonards on sea

East Sussex

TN38 0LB

email: fundraising@stmichaelshospice.com

Tel: 01424 456379

Human Resources- for employees/workers/students and job applicants via our website

St Michael's Hospice

Upper Maze Hill

St Leonards on sea

East Sussex

TN38 0LB

email: hradmin@stmichaelshospice.com

Tel: 01424 457970

Voluntary Services- for volunteer enquiries via our website

St Michael's Hospice

Upper Maze Hill

St Leonards on sea

East Sussex

TN38 0LB

email: volunteering@stmichaelshospice.com

Tel: 01424 456610

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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
Upper Maze Hill
St Leonards on sea
East Sussex
TN38 0LB
email: 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.