

We are Havens Hospices, based in Essex. We provide hospice care for children, young people and adults who have been diagnosed with life-limiting or incurable illness and we offer support to their families. Through our two hospices, Fair Havens, and Little Havens, we are making everyday count for the people we care for. We are a registered charity (no 1022119) and a company limited by guarantee (no 2805007) and our administration office is at in Southend on Sea, Essex.

If you have any questions about our privacy notice, how we use your data, or our approach to data protection in general, you can contact us as follows:

Email: dataprotection@havenshospices.org.uk

Post: 226 Priory Crescent, Southend on Sea, Essex, SS2 6PR

Telephone: 01702 220310

Website: www.havenshospices.org.uk

What is personal data?

Personal data is information that can be used to help identify an individual, directly or indirectly, such as a name, an identification number, location data, an online identifier or one or more factors specific to the physical, physiological, genetic, mental, economic, cultural, or social identity of that person.

What information do we collect and why?

We collect a variety of personal and non-personal information on the occasions that you engage with us, but this might include:

- Title and full name
- Postal address
- Date of Birth
- Contact details including email and telephone number
- Next of kin and family information
- Your doctor's contact details
- Family connections of others service users

We use Closed Circuit Television (CCTV) in and around our buildings for security purposes, therefore you may appear in still images and video footage. Our CCTV system and its operation adheres to the CCTV Code of Practice.

How do we collect personal information from you?

- Through meeting you face to face when you use our services.
- When you provide us with information verbally over the telephone or via video conferencing software such as Zoom and Microsoft Teams.
- When you give it to us via a contact or general enquiry form on our website or through letters you send us.
- Through family members or friends that have contacted us.

- When you use any of our services.
- From records you have supplied to us from healthcare professionals.

Why do we collect your personal information?

If you are a patient or service user, we will collect your information to validate and update your medical records or check on your eligibility for using our service. A patient could be anyone who:

- is currently receiving support or care from one of our services.
- has previously received support or care from one of our services.
- someone who has made an enquiry and/or has been referred to the hospice but is yet to receive support.
- someone who has previously been referred to the hospice for support or care however did not receive a service from us.

If you are a patient's family member, we will only collect your information if you choose to use any of our services.

If you are a patient's family member, we may be provided with your information by one of our patients that have named you as their next of kin. This may include your name, address, date of birth and telephone number.

If you donate money or give us gifts, please read the Supporter Privacy Notice for information on how we process your donation. This privacy notice can be found on our website, or you can ask our staff for a copy.

Who do we share your personal information with?

| Who we may/do share your data with | Why we would share the information |
|--|--|
| NHS (NHS England, Public Health England, NHS trusts, general practitioners (GPs), ambulance services, primary care agencies) | If you are a patient, we will only share your medical information with the NHS. If you are a patient's family member we will share your contact details with the NHS on your relative's patient record. |
| My Care Record | Havens Hospices is part of My Care Record, an approach to improving care by joining up health and care information. Health and care professionals from other services will be able to view information from the records we hold about you when it is needed for your care. Please see www.mycarerecord.org.uk for more information. |
| Income Generation (internal) | We will provide an internal notification of death to our fundraising team to ensure we do not contact the deceased. We will also record family or friend contact information on our internal supporter database. |

| Who we may/do share your data with | Why we would share the information |
|--|--|
| Care Quality Commission (CQC) | We are regulated by the CQC and may be subject to an inspection where evidence of patient care may be required. |
| Microsoft | Through our use Microsoft 365 services, including Microsoft Teams video conferencing, which is accredited under ISB1596 to store NHS patient data. |
| Zoom | Software used for video conferencing where non-sensitive patient information may be shared or discussed. |
| Local Authorities | We also share data with Local Authorities e.g., Schools, Social Care organisations. |
| Sterling Lotteries Rapidata Services | If you sign up to our Weekly Draw, we use a company called www.sterlinglotteries.co.uk to collect your personal and financial information. Sterling lotteries pass the financial information to www.rapidataservices.com to undertake the transactions. |
| Law Enforcement Authorities | We will share your information with law enforcement authorities if we are required to release your personal information by law due to a court order or for the prevention of fraud or other crime |
| Certificate of Volunteering | If you are a volunteer and any future employer of yours requests a certificate of volunteering, then we will seek your consent before sharing your personal information. |
| Private Health or Medical Insurance Companies | If you give consent for Havens Hospices to request a donation from your Private Health or Medical Insurance Policy, we can initiate contact on your behalf |

- We only share the personal information with third parties necessary to deliver the service and we have contracts in place that require third parties to keep your personal information secure and not to use it for any other purpose.
- On occasion, we will use the information you provide us to target our digital and social media advertising effectively. This could include securely providing contact details such as your name and email address to digital advertising networks or social media companies such as Facebook, Google, and X (formerly known as Twitter). For example, we may use your information to enable us to display adverts to you, or to potential supporters who have similar characteristics to you.

Any information we share with social media companies will be shared in an encrypted format and will not be used for the social media companies' own purposes. You can stop your information being used in this way by contacting us.

Where you have asked us not to use your information for targeted digital advertising, you may still see adverts related to us. This is because the social media site or advertising network may select you based on information they hold, such as your age and location, or websites you have visited, without using information that has been provided by us.

You can control the kind of advertising which you see through the relevant social media site:

- Facebook
 - Instagram
 - LinkedIn
 - X (formerly known as Twitter)
 - TikTok
 - YouTube
- We will tell you how we collected any personal information about you, and you have the right to see what personal information we have and the right to tell us not to keep it. You can do this using the contact details above.

What about sensitive information?

Data protection law recognises 'sensitive personal data' or 'special categories of data' covering health information, race, and ethnicity, religious or philosophical beliefs and political opinions, among other things. Sensitive information contained within notes and reports about your health, treatment, and care, including:

- your medical conditions
- results of investigations, such as x-rays and laboratory tests
- future care you may need
- personal information from people who care for and know you, such as relatives and health or social care professionals
- other personal information such as smoking status and any learning disabilities
- Your religion and ethnic origin
- Whether or not you are subject to any protection orders regarding your health, well-being, and human rights (safeguarding status)

It is important for us to have a complete picture of you as this will assist staff to deliver appropriate treatment and care plans in accordance with your needs.

You are not obligated to provide your personal information to Havens Hospices, however, as this information is required for us to provide you with our services, we may not be able to offer our services without it.

If we collect these types of information, we will make it clear to you what our legal grounds for processing this information.

What are the legal bases for processing your data?

Under the Data Protection act 2018/General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

Any personal information we hold about you is processed for the purposes of 'provision of health or social care or treatment or the management of health of social care systems and services' under chapter 2, section 9 of the Data Protection Act 2018.

How do we store your information, and do we keep it forever?

We will retain your personal information on a range of secure databases and continue to supply you with the communications you have requested from us for a period of two years. Wherever possible we will use your consent preferences over our legitimate interest to enable use to lawfully communicate with you.

Remember, you can withdraw your consent and opt-out at any time.

However, if we have not had any response from you within those two years, we will archive your data record and remove all your personal data.

Unfortunately, we will not be able to remove your information from our systems where we are legally required to hold to fulfil our statutory and legal obligations (e.g. regarding HMRC (HM Revenue & Customs) or Gift Aid) but will only retain in line with retention requirements.

For volunteers, as soon as we are advised by their Volunteer Coordinator that they have left, we securely dispose of their recruitment file. They are marked as a Leaver on the database and then their data is kept for 5 years (in case of any issues / certificate of volunteering requests), after that time it is deleted.

What are your data protection rights?

Under UK data protection law, you have certain rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete. If you just want to change the personal information you have provided to us at any time then please visit our website www.havenshospices.org.uk, call us on 01702 220310, or email us on changeme@havenshospices.org.uk. For Volunteers call us on 01702 426237 or email us on volunteering@havenshospices.org.uk.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances unless we are required to retain your information to fulfil our statutory and legal obligations.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances unless we are required to retain your information to fulfil our statutory and legal obligations.

Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances unless we are required to retain your information to fulfil our statutory and legal obligations.

Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request (known as a Data Subject Access Request or DSAR), we have one month to respond to you.

Please contact us at dataprotection@havenshospices.org.uk if you wish to make a DSAR.

What if you are 16 years old or under?

If you are aged 16 or under and want to take part in an event, volunteer, donate or get involved with us we must seek permission for this from your parent or guardian first before you can give us your personal information. We are also required by law to obtain a work permit if you volunteer with us.

When we collect personal information from anyone aged 16 or under, we will make it clear why we are collecting this personal information, how it will be used, and we will ensure any further communication is age appropriate.

*** What is profiling activity?**

Profiling activity means, as we aim to keep our fundraising costs low, we use a tailored and relevant approach. To do this we use personal information you have given us yourself or personal information which we locate in the public domain through desk or online research (including social media, geographic and demographic information, news articles etc) so we can send you communications offering you things we think you may be interested in (e.g. if you took part in a bike ride we might send you information about the next one).

We also use profiling activity for wealth screening to try to make our financial 'asks' at an appropriate level. You can opt out of your personal information being used for research and wealth screening at any time, or you can ask for an explanation of what we do using the contact details above.

Review of this Privacy Notice

This privacy notice is regularly reviewed to ensure compliance.