



# St. Kentigern

HOSPICE & PALLIATIVE CARE CENTRE  
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## St Kentigern Hospice Privacy Policy

St Kentigern Hospice (SKH) is committed to protecting the privacy of everyone who uses our services: as patients and carers or as employees and volunteers; and that of anyone who supports our work throughout fundraising, retail or lottery activities. This statement explains what personal data we collect and process, how we collect it, whom we share it with, and why we do so. It also explains the steps we take to keep data secure. If you have any questions about this privacy statement or our privacy and data processing in general, please contact our Hospice Manager, Joyce Bellingham [j.bellingham@stkentigernhospice.org.uk](mailto:j.bellingham@stkentigernhospice.org.uk) or 01745 585221 or write to use at the address below. For patient privacy concerns the address is [d.hickish@stkentigernhospice.org.uk](mailto:d.hickish@stkentigernhospice.org.uk)

### What is personal data?

By personal data we mean any information that might allow you to be identified, such as your name, address, date of birth, credit card details, I.P. address, photo or video image or voice recording. For our patients, some of this data will be sensitive and relate to their health and wellbeing, ethnicity and religious views.

### Who are we?

We are St Kentigern Hospice (Charity No. 519931), a charity supporting people with life limiting illnesses and their families in the Vale of Clwyd and surrounding areas. Our registered office address is:

St Kentigern Hospice, Upper Denbigh Road, St Asaph, Denbighshire, LL17 0RS

### How do we collect personal data from you?

We may collect personal information about you when you take part in one of our fundraising events or challenges, make a donation, play our lottery or raffles, buy items in our shops, apply to work or volunteer with us or use our website. If you are referred to one of our clinical services we will collect data from you and may also receive it from other healthcare providers. Our current lawful basis for collecting personal information is contained within Schedules 2 and 3 to the Data Protection Act (1998).

## **What type of information is collected about you?**

*Fundraising, visiting our shops, and playing our lottery*

The personal information we collect about you for the purposes of our fundraising, lottery and retail activities might include your name, address, email, phone number, date of birth, I.P. address, photo or video image and financial information such as credit card details.

## **Volunteering with us**

If you volunteer with us we will collect your name and contact details.

## **Working for us**

If you apply for or take a job with us, we will store your contact information, bank details, and keep records of your employment history – only if applicable.

## **If you are a patient**

If you use our clinical services we will need to collect information such as your name, age, address, gender, and possibly sensitive personal information concerning your health and wellbeing, ethnic origin, sex life, and religious views. In order to provide complete care we may also collect some information about family members and carers.. It may also be necessary to take still images of you for medical purposes, such as in the case of pressure ulcers. We also receive data about our patients and their families and carers from other healthcare providers.

## **Using our website**

If you use our website, we will store data about your internet browser, I.P. address, the timings of your visits, and a record of which pages you looked at.

## **Use of 'cookies'**

Like many other websites, the SKH website uses 'cookies'. Cookies are small files stored on your computer that allow websites to recognise you when you visit. They store data about your browsing history but will not identify you as an individual. This helps us to improve our website and deliver a better more personalised service.

By using our website and services you agree to be bound by the terms of this statement.

## **Links to other websites**

The St Kentigern Hospice website may include links to other sites, not owned or managed by us. We cannot be held responsible for the privacy of information collected by website not managed by us.

## **How we use your information**

We may use your information for any of the following depending on our relationship with you.

For our fundraising, retail and lottery services we may collect data in order to provide you with products and services (sometimes as part of a contract), process a donation you have made, to send you newsletters and other communications about our work or to allow you to take part in events.

We respect your rights of privacy and are happy to provide further information about any Profile details that we may hold about you in accordance with your data subject access rights under current legislation.

In accordance with those rights, you may also at any time request that we update, correct or delete any Profile information that we may hold about you and/or no longer use it for direct marketing or fundraising purposes.

We collect personal data about job applicants and employees for administrative purposes and in order to comply with employment and safeguarding legislation, such as referrals to the Disclosure and Barring Service.

We collect personal data from our volunteers for administrative purposes and to comply with safeguarding legislation, such as referrals to the Disclosure and Barring Service.

When we collect data from patients and their families and carers, we do so in order to provide care to them and protect their wellbeing. We also collect and store it for the purposes of audit, quality control, and incident reporting.

## **Who has access to your information?**

We will never sell or swap your details with third parties. We may share data you provide with trusted third parties, subcontractors, our regulators, and with law enforcement authorities. We may share patient data with other healthcare providers with the patient's consent. We may sometimes also be legally required to share it with local authorities and our regulator, the Care Quality Commission.

## **Your consent is important**

For direct marketing communications we collect data only with your explicit consent, which you may withdraw at any time. We will enable you to record your preferences using tick boxes at various points when we communicate with you.

On correspondence requesting consent from you we will ask what types of communication you would like. Please see below further detail on what you would expect to receive for each type of communication:

### *Appeals and fundraising*

- Requests for financial support through mailings such as in memory appeals.
- Updates on new and existing fundraising initiatives.
- Information on a selection of hospice organised events i.e. Dawn Walk, Ladies Lunch, Concerts, etc.
- Information on places in challenge events i.e. London Marathon, bespoke walks and bike rides etc.

### *Lottery and Raffles*

- Information regarding Your Hospice Lottery.
- Raffle tickets for the hospice raffle.

### *Volunteering opportunities*

- Volunteering information including current vacancies.

### *Information about our services*

- Information about various hospice services both existing and new developments.

### *Hospice news and publications*

- Newsletter mailings i.e. time magazine and any interim updates from the hospice.

## **Accessing and updating your information**

We care about the accuracy of the information we hold about you. If you believe any information about you is incorrect or out of date, please contact us.

Fundraising: 01745 536022 or email [mail@stkentighospice.org.uk](mailto:mail@stkentighospice.org.uk)

Retail: 01745 583170

Lottery: 01745 536029

Volunteering: 01745 585221 or email [j.bellingham@stkentigernhospice.org.uk](mailto:j.bellingham@stkentigernhospice.org.uk)

For patients, please contact our clinical team on 01745 585221

## **Security**

At SKH we take your security and privacy seriously. When we collect your personal information we use a variety of technical processes to prevent unauthorised access including firewalls, digital surveillance, and encryption.

Any sensitive information you send to us (such as credit card details) will be encrypted. Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk.

## **If you're 16 or under**

In some circumstances we may need to know if you are aged 16 or under and may refuse certain services, products or events unless we have your parent/guardian's permission.

## **Your right to lodge a complaint with a supervisory authority**

If you believe that we breached your privacy in any way, we urge you in the first instance to contact our Data Protection Officer. If you remain unsatisfied, you have the right to lodge a complaint with the Information Commissioner's Office at the address below:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113 (local rate)

01625 545 745 (national rate)

<https://ico.org.uk/global/contact-us/email/>