

Privacy Policy

St Peter & St James Hospice is committed to protecting and respecting your privacy.

We understand that your personal data is entrusted to us and appreciate the importance of protecting and respecting your privacy. To this end we comply fully with the data protection law in force in the UK and with all applicable confidentiality law and guidelines.

This Privacy Policy sets out the basis on which we collect and process (use) personal information (data) about you including our practices regarding the collection, use, storage and disclosure of personal data that we collect from you and / or hold about you, and your rights in relation to that data.

For the purpose of Data Protection Law, the Data Controller registered with the Information Commissioners Office (ICO) is: The St Peter and St James Charitable Trust

Our Data Protection Register registration number is: Z7316472

Our registered address is: North Common Road, North Chailey, Lewes, East Sussex BN8 4ED

Our Registered Charity Number is: 1056114 (England & Wales)

We are a Company Limited by Guarantee Registered in England.

When we refer to 'we', 'us' and 'our', we mean St Peter & St James Hospice.

What personal data might we collect from you?

When we refer to personal data in this policy, we mean information that can, or has the potential to identify you as an individual. Accordingly, we may hold and use personal data about you as a customer, a service user, an employee, a volunteer or in any other capacity, for example, when you visit one of our websites, complete a form, access our services or speak to us.

If you are a service user, employee or volunteer this may include sensitive personal data such as information relating to your health.

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Personal data we collect from you may include the following:

Service Users	
What we may collect	What we collect it for
information that you give us when you enquire about our services or become a service user – including name, contact details	<p>To make appointments with you</p> <p>To keep a record of your sessions so you are identifiable to us</p>
the name and contact details (including phone number) of your next of kin*	To ensure we know how to contact people who are important to you and who may support you or be involved in decision making
details of referrals and other contact and correspondence we may have had with you	<p>To ensure our records are up to date so that we can ensure our care is right for you</p> <p>To have as a record in case a complaint is made</p>
details of care and/or support and/or treatment you have received from us or which have been received from a third party and referred on to us	<p>To ensure our records are up to date so that we can ensure our care is right for you.</p> <p>To ensure that the advice we give to other health professionals is accurate, safe and based on the latest information about you.</p>
notes and reports about your health and any treatment and care you have received and/or need, including about clinic and hospital visits and medicines administered	<p>To ensure our records are up to date so that we can ensure our care is right for you.</p> <p>To ensure that the advice we give to other health professionals is accurate, safe and based on the latest information about you.</p>
feedback information you provide	<p>So that we can continue to improve our services and the hospice environment.</p> <p>To identify staff training requirements.</p>
information about complaints	<p>To ensure that we know when things aren't right and can resolve any issues.</p> <p>To ensure you feel heard and understood</p> <p>To monitor trends</p> <p>To identify staff /volunteer training requirements.</p>
information relating to any accident or incident you are involved in	<p>So that we can follow up any injury or harm sustained.</p> <p>So that we can take measures to prevent further incidents/accidents of the same type</p>
<p>*Where you have named someone as your next of kin and provided us with personal data about that individual, it is your responsibility to ensure that that individual is aware of and accepts the terms of this Privacy Policy.</p>	

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Employees and Volunteers	
What we may collect	What we collect it for
information that you give us when you enquire about or apply for a job or volunteering position with us including name, address, contact details (including email address and phone number)	So we can make contact with you to update you on your application.
the name and contact details (including phone number) of your next of kin	For emergency use only should you fall ill or have an accident whilst working.
health screening information if you are applying for certain roles with us	To ensure you have the necessary inoculations depending on the role you are applying for.
information relating to any accident or incident you are involved in including your name, address, contact details and any injury sustained	So we can inform the relevant organisations if required (i.e. Health and Safety Executive, Care Quality Commission) and make necessary improvements to help ensure further accidents and incidents are avoided.
notes and reports about your health in the event you are referred to our Occupational Health Service or you have provided information about your health from your own health professional	In order that we can provide on-going support to staff provided by Occupational Health or GP service providers.
feedback information you provide	To use to improve policies, process and practices.
information about conduct, complaints, disputes, disciplinary proceedings (employees only), meeting minutes	Processed in line with Trust policies and procedures including investigation and disciplinary or grievance issues raised.
information you give us that is required by our banks if you are a named person in our Finance Policy	To ensure we follow Trust procedures relating to banking processes.
Supporters and Donors	
What we may collect	What we collect it for
information that you give us when you consent to our contacting you for marketing purposes including name, address, contact details (including email address and phone number if consent obtained to contact through these means)	<p>We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you.</p> <p>We may make use information you have provided to determine which geo-demographic and affluence bands you are likely to be in (bands available from external sources) to help us understand the background of all the people who support us and to help us to make appropriate requests for gifts to supporters who may be able and willing to give more than they already do.</p> <p>We may also use your personal information to detect and reduce fraud and credit risk</p>

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information you give us when you make a donation to us, such as financial or credit card information	To administer your donation or support your fundraising, including processing Gift Aid
information relating to any accident or incident you are involved in on our sites or at our events including your name, address, contact details and any injury sustained	So that we can follow up any injury or harm sustained. So that we can take measures to prevent further incidents/accidents of the same type
feedback information you provide	To understand how we can improve our services, shops, products or information
information about complaints and / or disputes,	To ensure that we know when things aren't right and can resolve any issues. To identify staff/volunteer training requirements.
Visitors to our website¹	
What we may collect (automatically)	What we collect it for
technical information, including the Internet protocol (IP) address used to connect your computer to the Internet	?
information about your visit, the path you have taken though to, through and from our website (including date and time), things you viewed or searched for and length of visits to certain pages	To keep a record of your relationship with us To manage your marketing preferences
What we may request	What we collect it for
feedback information you provide	To understand how we can improve our services, shops, products or information
information you give us when you make a donation to us, such as financial or credit card information	To administer your donation or support your fundraising, including processing Gift Aid
consent to our contacting you for marketing purposes including name, address, contact details (including email address and phone number if consent obtained to contact through these means)	To provide you with the services, products or information you asked for
The data that we request from you through our website may include sensitive personal data. This includes information that relates to physical health or racial or ethnic origin	

¹ Also see section about non-personal website data

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What personal data may we receive from third parties?

We may collect personal data about you from third parties such as:

- If you are registered with an employment agency we use, we may be passed your name, contact number and email address, in order to get in touch with you to arrange an appointment or to collect further information from you
- We sometimes provide care on behalf of the NHS and for the continuity of your care we may be passed medical information usually in the form of a referral for the purposes of your treatment or care with St Peter & St James Hospice
- Insurance providers will pass St Peter & St James Hospice personal data of individuals who have received treatment from the hospice and who have commenced a claim against another party. This will normally consist of basic details e.g. full name, date of birth, address.

Sharing of health information

Your health data will be kept confidential and secure. We will only use it for the purposes for which you have given us your explicit consent to use it and will, unless you agree otherwise, only use it for the purpose(s) for which it was collected². We will share your health data with internal colleagues as necessary to provide safe, effective, responsive, care.

Sensitive personal data related to your health will only be disclosed to those involved with your treatment or care, or in accordance with UK laws and guidelines of professional bodies.

Details on how we use health related personal data are given below.

Health professionals and others working with us

- Sensitive personal data related to your health will only be disclosed to those involved with your treatment, care or safety or processed by employees where it is necessary for administration purposes. These employees are subject to professional secrecy, will be issued with an expected Code of Practice and will sign strict confidentiality agreement.

² Consent is not needed in circumstances where exchange of information is vital for the patient but they are unable to provide consent.

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- Other service providers may be providing care to you. They will be required to maintain their own records in accordance with Data Protection Laws and applicable clinical confidential guidelines and retention periods.
- Consultants who are employees of other hospices sometimes provide cover for our hospice. We may need to share your personal data and medical records with these consultants to support your care
- If we refer you externally for treatment and / or care, we will share with the person or organisation that we refer you to, the clinical and administrative information we consider necessary for that referral. It will always be clear when we do this.

Your GP:

- If the clinical team treating you believe it to be advisable, we may also share information about your treatment with your GP. You can ask us not to do this, in which case we will respect that request if we are legally permitted to do so, but you should be aware that it can be potentially very dangerous and/or detrimental to your health to deny your GP full information about your medical history, and we strongly advise against it.

Our insurer

- If you raise a complaint or a claim we may be required to share personal data with our insurer for the purposes of investigation.

The NHS

- If you are referred to us for treatment by the NHS, or they are contributing towards the cost of your care, we may share the details of your care with the part of the NHS that referred you to us, as necessary to perform, process and report back on the quality and / or the costs of that care.

Clinical regulators

- We may be requested – and in some cases can be required - to share certain information (including personal data and sensitive personal data) about you and your care with regulators such as the General Medical Council or the Care Quality Commission, for example if you make a complaint, or the conduct of a medical professional involved in your treatment is alleged to have fallen below the appropriate standards and the regulator wishes to investigate. We will ensure that we do so within the framework of the law and with due respect for your privacy.

Emergencies

- In an emergency and if you are incapacitated, we may also process your personal data (including sensitive personal data) or make personal data available to third parties on the basis of protecting your 'vital interest' (i.e. your life or your health).

Privacy Policy

How do we use your personal data?

We may use your personal data to:

- provide you with information, or services that you request from us
- enable us to carry out our obligations to you arising from any contract entered into between you and us including relating to the provision by us of services or treatments to you and related matter such as, billing, accounting and audit, credit or other payment card verification and anti-fraud screening
- provide you with information about services similar to those which you previously enquired about from us

Unless you have consented to receive marketing communications by electronic means from us, by ticking the relevant box on the form on which we collect your data, we will only contact you by e-mail or SMS with fundraising information or about services similar to those which you previously enquired about from us

- notify you about changes to our products or services
- respond to requests where we have a legal or regulatory obligation to do so
- check the accuracy of information about you and the quality of your treatment or care
- support your doctor, nurse or other healthcare professional
- assess the quality and/or type of care you have received (including giving you the opportunity to complete customer satisfaction surveys) and any concerns or complaints you may raise, so that these can be properly investigated
- to conduct and analyse market research
- to ensure that content from any of our websites is presented in the most effective manner for you and for your computer.

The security of your personal data

- We protect all personal data we hold about you by ensuring that we have appropriate organisational and technical security measures in place to prevent unauthorised access or unlawful processing of personal data and to prevent personal data being lost, destroyed or damaged.
- Any personal data you provide will be held for as long as is necessary having regard to the purpose for which it was collected and in accordance with all applicable UK laws.
- All information you provide to us is stored securely. Any payment transactions on our website will be processed securely by third party payment processors.

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- The transmission of information via the internet cannot be guaranteed as completely secure. However, we ensure that any information transferred to our websites is via an encrypted connection. Once we have received your information, we will use strict procedures and security features for prevention of unauthorised access.
- At your request, we may occasionally transfer personal information to you via email, or you may choose to transfer information to us via email. Email is not a secure method of information transmission; if you choose to send or receive such information via email, you do so at your own risk.

Disclosure of your personal data

In the usual course of our business we may disclose your personal data (to the extent necessary) to certain third party organisations that we use to support the delivery of our services. This may include the following:

- organisations providing IT systems support and hosting in relation to the IT systems on which your information is stored
- delivery companies for the purposes of transportation where required
- third party service providers for the purposes of destruction of confidential waste
- third party marketing companies for the purpose of sending marketing emails (where you have given consent)

Where a third party data processor is used, we ensure that they operate under contractual restrictions with regard to confidentiality and security, in addition to their obligations under Data Protection Laws.

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What do we do with any non-personal information collected when accessing our website?

Certain information which you submit may also be collected to enable us to better understand our service users' needs, to improve our website, to inform general marketing and to help provide a better experience of our services.

Cookies

Our websites use cookies to distinguish you from other users of our websites. This helps us to provide you with a good experience when you browse our websites and also allows us to improve our websites.

By law, website operators are required to ask for a website user's permission when placing certain kinds of cookie on their devices for the first time. Where consent is required, the law states that it should be informed consent, which means we must ensure that you understand what cookies are and why we want to use them.

We are committed to providing the best digital service to you whilst at the same time fully protecting your privacy. For further information on cookies and how we use cookies through use of all our online services, please see below.

What are Cookies?

Cookies are text files containing small amounts of information which are downloaded to your device when you visit a website. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognises that cookie. Cookies are useful because they allow a website to recognise a user's device.

Cookies do lots of different jobs, like letting you navigate between pages efficiently, remembering your preferences, and generally improving your user experience. They can also help to ensure that adverts you see online are more relevant to you and your interests.

Category 1 cookies

These cookies are essential in order to enable you to move around our websites and use its features, such as accessing secure areas of the websites. Without these cookies, services you have asked for cannot be provided.

Your consent is not required for the delivery of those cookies which are strictly necessary to provide services requested by you.

We use these types of cookies.

Privacy Policy

Category 2 cookies

These cookies collect information about how visitors use a website, for instance which pages visitors go to most often, and if they get error messages from web pages. These cookies don't collect information that identifies a visitor. All the information these cookies collect is aggregated and therefore anonymous. It is only used to improve how a website works.

Web analytics that use cookies to gather data to enhance the performance of a website fall into this category. For example, they may be used for testing designs and ensuring a consistent look and feel is maintained for the user. This category does not include cookies used for behavioural/ targeted advertising networks.

We use these types of cookies. By using our website and online services you agree that we can place these types of cookies on your device.

Category 3 cookies

These cookies allow our websites to remember choices you make (such as your user name, language or the region you are in) and provide enhanced, more personal features. These cookies can also be used to remember changes you have made to text size, fonts and other parts of web pages that you can customise. They may also be used to provide services you have asked for such as watching a video. The information these cookies collect is generally anonymised and they cannot track your browsing activity on other websites.

We use these types of cookies. By using our website you agree that we can place these types of cookies on your device.

Category 4 cookies

These cookies are used to deliver adverts more relevant to you and your interests. They are also used to limit the number of times you see an advertisement as well as help measure the effectiveness of the advertising campaign. They are usually placed by advertising networks with the website operator's permission. They remember that you have visited a website and this information is shared with other organisations such as advertisers. Quite often targeting or advertising cookies will be linked to site functionality provided by the other organisation.

We do not use these cookies on our website.

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In line with our desire for transparency, we have provided technical information about the current cookies in use below:

Name	Category	Use	Duration (time which it will stay on your computer or device)
wp-settings-	1	Assigns a specific number to the user which defines your individual user ID from the user's database table. Customises your view of the administration interface, and possibly also the main site interface.	1 year
wordpress_test_cookie	2	Logs website users	1 year
wp-settings-time-	2	Assigns a specific number to the user which defines your individual user ID from the user's database table. Customises your view of administration interface, and possibly also the main site interface.	1 year
_cfduid	3	Used to identify individual clients behind a shared IP address and apply security settings on a per client basis. It does not contain sensitive information	1 year
_ga	3	This cookie is used to distinguish unique users by assigning a randomly generated number as a client identifier. It is included in each page request in a site and used to calculate visitor, session and campaign data for the sites analytics reports.	2 years

Definitions used above are consistent with those supplied by the International Chamber of Commerce 'ICC UK Cookie Guide' April 2012.

Fundraising and Marketing

If you have consented to our processing your personal data for marketing purposes, in accordance with this Privacy Policy, we may send you information (via mail, email, phone or SMS) about our events, fundraising campaigns or services which we consider may be of interest to you.

You have the right to ask us not to process your information in this way at any time. If you no longer wish to receive web based marketing information you can unsubscribe by emailing fundraising@stpjhospice.org

We would ask you to give us a reasonable amount of notice, to give us time to update our systems. We generally ask that you give us at least 30 days' notice.

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CCTV

Some of our buildings are surveyed by CCTV for the purposes of security. Images and videos may be retained for a limited period.

Updating your information

If any of your personal data has changed, especially contact information such as: email address, postal address and phone number please get in touch with us via contact@pjhospice.org so we can ensure your personal data is kept up to date

Accessing your information

The law gives you certain rights in respect of the personal data that we hold about you. In addition to your right to stop marketing, below is a short overview of the most commonly-used rights. It is not an exhaustive statement of the law:

- With some exceptions designed to protect the rights of others, and subject to payment of a small administrative fee, you have the right to a copy of the personal data that we hold about you
- You have the right to have the personal data we hold about you corrected if it is factually inaccurate. It is important to understand that this right does not extend to matters of opinion, such as medical diagnoses.
- If you want to exercise your rights in respect of your personal data, the best way to do so is to contact us by email on contact@stpjhospice.com

In order to protect your privacy, we may ask you to prove your identity before we take any steps in response to such a request.

If you are not satisfied with how we handle your request, you can contact the Information Commissioner's Office on 0303 123 1113 or visit their website (<http://www.ico.org.uk>).

Privacy Policy

Changes to our Privacy Policy

We keep our Privacy Policy under regular review and as a result it may be amended from time to time without notice. As a result we encourage you to review this Privacy Policy regularly.

How to Contact Us

If you have any questions in relation to our privacy policy, please email us at contact@stpjhospice.com with the heading 'Data Protection'. Alternatively, you can write to us at:

Data Protection

St Peter & St James Hospice

North Common Road

North Chailey

Lewes

East Sussex

BN8 4ED