

Privacy Notice for representatives and potential representatives of the organisation, including but not limited to: employees, volunteers, trustees, job applicants and volunteer applicants

If you are a supporter or a patient, we have created a specific Privacy Policy which is available on our website: <https://www.nottshospice.org/privacy-policy/>

Your privacy dashboard

Here is a short summary of how we process and protect your data, and respect your privacy.

<p>Types of data we collect</p> <ul style="list-style-type: none"> • Name and contact details. • Candidate data including membership of professional bodies. • Interview, assessment and reference information. • Data necessary to undertake legal checks (e.g. DBS) • Disability status in order to make appropriate adjustments. • Data relating to your employment. • Your communications with us. • Any other information relating to your role. 	<p>When and how we collect it</p> <p>We collect data from people who are employed by us, volunteer with us, are trustees for us, or those who have applied to undertake any of those roles.</p> <p>Sometimes you provide us with data, sometimes data about you is collected automatically or provided to us by another organisation.</p>
<p>How we use it</p> <ul style="list-style-type: none"> • To manage our relationship with you. • For recruitment and employment purposes. • To respond to your enquiries. • To comply with our legal obligations as an organisation. • To consider your application and suitability for the role you've applied for, or for another role that we think might be appropriate based on your attributes. • To get in touch with you about your application. • To make decisions about your employment, training and support requirements. 	<p>Third Parties who process your data</p> <p>Some services help us keep our organisation and support services running by storing or processing your data. An example of this include Microsoft, which we use for our infrastructure and communications.</p>

Know your rights

Your rights include:

- Accessing information we hold on you.
- Having your data corrected.
- Opting out of marketing communications.
- Porting your data to another service.
- Being forgotten by us.
- Complaining about us.

We use cookies

Why? We use necessary cookies to run and improve the service to you on our website.

Our third-party service providers use cookies too, which they control.

You can turn off cookies but this will mean, for example, that we can't recognise you online or resolve issues as efficiently.

Any questions about your personal information or this policy should be directed to our registered office at 384 Woodborough Road, Nottingham, NG3 4JF.

Privacy Notice

We are Nottinghamshire Hospice. We are a data controller in respect of information you provide to us (i.e. the organisation making decisions about how and why your personal information is used).

We are committed to protecting your personal information and being transparent about what information we hold, whether you are an employee, volunteer, trustee, job applicant or volunteer applicant. If you are a member of the Nottinghamshire Hospice team either an employee, volunteer or trustee, or applying to join us, this Privacy Notice applies to you.

The purpose of this policy is to give you a clear explanation about how we collect and use the personal information you provide to us, whether online, via phone, email, in letters or in any other correspondence, or from third parties.

We ensure that we use your information in accordance with all applicable laws concerning the protection of personal information.

Processing your information in accordance with the law means:

- Being fair and transparent with you.
- Clearly identifying our purpose for processing your information and checking any additional purpose is compatible with data protection legislation. We document these purposes and periodically review these purposes.
- Making sure that the information we process is adequate, relevant and limited to what is necessary for the purpose of processing your information
- We take all reasonable steps to make sure the information we hold and process is accurate, and where information is incorrect, take remedial action to correct this.

- We do not keep information for longer than is required, identifying personal information we no longer need and erase or anonymise information where appropriate.
- Ensure that we have appropriate technical security measures in place to maintain the integrity and confidentiality of your information.
- It is Nottinghamshire Hospice's responsibility to demonstrate our compliance with data protection legislation.

The type of personal information we collect

To be able to provide you with services and support from Nottinghamshire Hospice we must process your personal data. The type of personal data we collect depends on the way you interact and use the Nottinghamshire Hospice services, for example, accessing services as a Nottinghamshire Hospice Employee will be a different experience than interacting with us as a patient.

We currently collect and process the following information:

- Identity Data: your first and last names, previously known names.
- Contact Data: your address, telephone number, and email address.
- Candidate Data: information that you provide when registering your interest in an employment or volunteering opportunity with us. This includes the contents of your CV, cover letter and application, such as your employment history, qualifications, experience and personal interests.
- Data relating to membership of professional bodies.
- Where your application is progressed then it may also include information obtained during interviews or assessments, information provided by referees and other opinions documented about your candidacy, as well as information about your right to work in the UK such as your nationality and other details contained in identification documents.
- Where required by law, we may process information to undertake other appropriate legal checks such as Disclosure and Barring Service (DBS).
- In some circumstances we may also process information about your disability status, to ensure that we can make appropriate adjustments. Information about your emergency contacts and beneficiaries for any insurance policies may also be included.
- Data relating to your employment such as financial information (e.g. remuneration and pension), training, performance and attendance.
- Information relating to your identity where we are required by law to collect this, to comply with regulations such as Safeguarding and Health and Safety.
- Your communications with us, including a record of the email correspondence created when you contact us.
- Any other information relevant to you or your role where we have a clear requirement to do so. Where necessary, this policy will be updated as appropriate.

Special Categories of Personal Data

These may be processed for monitoring equal opportunities, managing health and safety obligations, managing absences or complying with deductions from payroll, among other reasons. The information you choose to share with us may consist of special category personal data comprising details of any disability or other health information.

How we get the personal information and why we have it

We collect and process your data for different reasons in different circumstances, but we'll only collect and process your data where we have a legal basis for doing so. Our purposes and legal basis for using each type of data are set out below.

Personal data may be provided to us by you directly, or it may be provided to us from other sources, for example; employment agencies or occupational health providers.

This list is not exhaustive, and due to the nature of our services there may be times when new categories of personal information may be shared with us for new and evolving reasons. As a result, we keep this policy under review.

We then process it for one of the following reasons:

- To manage our relationship with you.
- For recruitment and employment purposes.
- To respond to your enquiries.
- To comply with our legal obligations as an organisation.
- To consider your application and suitability for the role you've applied for, or for another role that we think might be appropriate based on your attributes.
- To get in touch with you about your application.
- To make decisions about your employment, training and support requirements.

More detailed examples may include:

- To fulfil our obligations to you as your employer.
- To comply with our statutory and regulatory obligations, including verifying your identity for Employment and Right to Work checks.
- For statistical purposes so we can analyse figures to help us manage our organisation and plan strategically for the future
- To notify you about changes to your employment, to our services or organisation.

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for our processing this information are:

- **Your consent.** Where consent has been given, you are able to remove your consent at any time. You can do this by contacting us.

- **We have a contractual obligation.** For example, where the processing is necessary for the performance of a contract to which you are a party, or to take steps prior to entering into a contract with you.
- **We have a legal obligation.** For example, where processing is necessary in order for us to meet our requirements under Safeguarding legislation, or to provide information to law enforcement organisations or the Courts.
- **We have a legitimate interest.** For example, where it is necessary for the purposes of our legitimate interests, except where our interests are overridden by the interests, rights or freedoms of affected individuals (such as you).

To determine this, we shall consider a number of factors, such as what you were told at the time you provided your data, what your expectations are about the processing of your personal data, the nature of the personal data, and the impact of the processing on you.

Or on rarer occasions:

- Where we need to protect your vital interests (or someone else's interests); and/or
- Where it is needed in the public interest or for official purposes.

Information sharing

Where necessary - and in accordance with data protection legislation - we share information internally within Nottinghamshire Hospice and with third parties as required and where we have a legal basis to do so.

We share information where there is a legal, regulatory or professional obligation to disclose your personal information, in order to apply the relevant rules and/or to protect the rights or safety of our employees past and present.

We may also be required to share information with Regulatory authorities, law enforcement agencies and courts, or in the event of a transfer or acquisition of all or part of our organisation.

Sometimes we might share your data with third parties. This could include:

- Engaging third-party service providers to perform a variety of business operations on our behalf. For example, service providers we use for specific purposes, such as for our IT systems, legal counsel for the provision of legal advice and guidance.
- Third parties for whom we supply service. For example, the Local Authority, or the NHS, for whom we provide services on behalf of.
- Regulatory authorities, law enforcement agencies and courts.
- In the event of a sale of all or a part of our organisation, the buyer and its professional advisers.
- If we are under a duty to disclose or share your personal data in order to comply with any legal or regulatory obligation, or to protect the rights, property, or safety of our company, our clients, employees, or others. This

includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Third party (sub-processor) organisations

For our general day to day data processing activities, we use third party organisations or systems to help us administer, deliver and monitor the services we provide:

- For the provision of IT and software services (e.g. Microsoft who provide our office software) to enable the management of the charity and office administration
- For financial transactions and accounting (e.g. payroll)
- For occupational health support provision
- To help us improve our organisation
- For the administration of our website and online platforms
- For any legal and regulatory guidance in the provision of our services

Access to your personal information is only allowed when required by the law or is required as part of fulfilling our service obligations. We do not, and will never, sell your personal information to other third parties.

International transfers

Where we have partners and service providers based outside of the UK (e.g. Microsoft for our IT Services), your personal data may be accessed or otherwise processed in other countries. We have implemented measures and safeguards to ensure that any transfer of data is compliant with our data protection laws.

For example, we ensure that Standard Contractual Clauses or International Data Transfer Agreements are approved by the Information Commissioners Office (ICO) and the UK Government and/or European Commission. We also carry out a detailed assessment to ensure the companies receiving your data can comply with these Clauses. Please contact us if you wish to know more.

Keeping your information safe and secure

We are committed to keeping personal information secure to protect it from being inappropriately or accidentally accessed, used, shared or destroyed -

and against it being lost. We take organisational measures to keep information secure and provide regular training for staff on data protection. We endeavour to ensure that our suppliers take similar steps to keep your data secure.

How long we keep your data

We will only keep your information for as long as necessary to perform our obligations and to fulfil the original processing purpose. Based on the legal basis we may need to keep some information for longer i.e., to comply with tax and accounting law and in some cases, we will anonymise your information so that it can no longer be associated with you.

When establishing our Retention Schedule, we consider the legal basis, sensitivity of information, the type of information and once the retention period has ended how we deal with the information.

Keeping your data correct

We are committed to keeping your information up to date. If you believe that we have made an error, then please contact us as we have outlined below, and we will use reasonable endeavours to carry out a correction.

Your data protection rights

Under data protection law, you have 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 personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure.** In certain circumstances you have the right to ask us to erase your personal information.
- **Your right to restriction of processing.** In certain circumstances you have the right to ask us to restrict the processing of your personal information.
- **Your right to object to processing.** In certain circumstances you have the right to object to the processing of your personal information.
- **Your right to data portability.** In certain circumstances you have the right to ask that we transfer the personal information you gave us to another organisation, or to you.
- **Your rights in relation to automated decision making and profiling.** As a matter of principle, you have the right not to be subject to a decision based solely on automated processing, including profiling. However, we may automate such a decision if it is necessary for the entering into - or performance of - a contract between us, authorised by law or regulation or if you have given your explicit consent. However, we do not currently make any decisions by automated means.

You are not usually required to pay any charge for exercising your rights. If you make a request, we have a calendar month to respond to you.

Where requests are manifestly unfounded or excessive, in particular because they are repetitive, we may charge a reasonable fee, taking into account the administrative costs of providing the information. Or we may also refuse to provide the information. Where we refuse a request, we will explain our reasons for the refusal, and remind you of your right to complain.

If you would like further information on your rights, or wish to exercise them, please e-mail: info@nottshospice.org or write to: Nottinghamshire Hospice, 384 Woodborough Road, Nottingham, NG3 4JF.

Who to contact should you wish to make a request, ask a question or complain

You can contact us in the following ways:

- Email info@nottshospice.org
- Telephone [0115 910 1008](tel:0115 910 1008), or
- Write to us at our registered office (set out above).

Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so. If you are not happy with our response, or you believe that your data protection or privacy rights have been infringed, you should contact the UK Information Commissioner's Office, which oversees data protection compliance in the UK. Details of how to do this can be found at:

Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk/make-a-complaint/

Changes to this policy

We'll amend this privacy policy from time to time to ensure it remains up-to-date and accurately reflects how and why we use your personal data. Please check back regularly to see if there have been any updates.

This Privacy Policy was last updated in October 2024.