

Customers - Your Information

What we need

Cornwall Hospice Care will be known as the 'Data Controller' of the personal data you provide to us. Cornwall Hospice Care can be contacted at:

Cornwall Hospice Care Limited
Mount Edgcombe Hospice
Porthpean Road
St Austell
PL26 6AB

Telephone 01726 65711 or email: communications@cornwallhospice.co.uk

Unless otherwise agreed with you, we will only collect basic personal data about you which does not include any special categories of personal information (often known as sensitive personal data). The information we collect may however include the likes of your name, home and email addresses and telephone numbers.

Why we need it

We will only collect the information we need in order to provide you with goods or services (e.g. to deliver something to your home), or because we are legally obliged to (e.g. to be able to claim 'GiftAid').

What we do with it

All the personal data we hold about you will be processed by our staff in Cornwall and no third parties will have access to your information unless there is a legal obligation for us to provide it. Please be aware, however, that your information may be stored on our or our data processor's cloud based computer systems whose servers are located within the European Economic Area.

We take reasonable steps to ensure that your personal data is processed securely.

How long do we keep it

We will generally keep your information for a maximum of six years to comply with financial regulations when it will be destroyed if it is no longer needed for the lawful purposes for which it was obtained.

Your rights

On request we will let you know what information we hold about you, correct inaccuracies or delete your data – if we can within the law.

Additional information can be found on Policies section of the Cornwall Hospice Care website.

Updated 30/7/2021 by Richard Ward (Information Governance Officer)