



Customers – Privacy Notice

Your data:

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

Cornwall Hospice Care Ltd.
Mount Edgcumbe Hospice
Porthpean Road
St Austell
Cornwall
PL26 6AB
01726 65711

Or email: communications@cornwallhospice.co.uk

Unless otherwise agreed with you, we will only collect basic personal data about you which may include 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 'Gift Aid').

All the personal data we hold about you will be processed using manual paper processes or a 3rd party computer system, and no other third parties will have access to your information unless there is a legal obligation for us to provide it. Your information may be stored in a Cloud based computer system 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 may 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. You may contact the Information Commissioner at [For the public | ICO](#) if you have a complaint.