



Your Information - Privacy Matters at Cornwall Hospice Care

This is a summary of the processing of personal information carried out by Cornwall Hospice Care (the Charity and Data Controller) and it is supported by more detailed information in 'Fair Processing' and 'Privacy' notices for the individual areas covered here. These Notices and policies are all available from the Charity's website (<https://www.cornwallhospicecare.co.uk/home>) or the Data Protection Officer who can be contacted at:

The Data Protection Officer
Mount Edgcumbe Hospice
Porthpean Road
St Austell
PL26 6AB

Or: InfoGov@cornwallhospice.co.uk

The Charity will comply with the requirements of the data protection legislation in force, i.e. UK General Data Protection Regulations and the Data Protection Act 2018.

All our information systems, paper and electronic, are designed to be secure and protect data from unauthorised access, theft and misuse.

Why do we need to process personal information?

We need to process personal data in order to deliver our services:

- In the provision and management of health, welfare and support services to patients and other service users.
- To provide, manage and develop Fundraising opportunities.
- To provide Retail services.
- To manage the affairs of the Charity.

Patients and Carers

With the consent of patients and carers we collect the personal and sensitive information that we need in order to provide appropriate healthcare. For the purposes of care this information will be shared amongst the clinical team(s) providing the care.

Fundraising activities

The legal basis for collecting this information is usually the consent of the potential or actual participants, inasmuch as they apply or request to participate in events, or to meet legal/contractual requirements. In the case of informing potential or actual participants of previous events of upcoming events the legal basis is one of legitimate interest.

The legal basis for marketing and promotional activities use of personal data is Legitimate Interest. Personal data is retained in line with the Charity's Records Retention Schedule which can be found in the Policies section of the Charity's Web site: [Policies | Cornwall Hospice Care](#).

We may use your contact details to send you information and communicate with you about matters associated with your connection to the Charity. We will not send you electronic 'direct marketing' unless you have agreed to this. We will never provide or sell your details to 3rd parties for their marketing purposes. You have the right to object to direct marketing at any time, and our communications will always include clear instructions on how to 'unsubscribe'.

The Lottery (and Raffle) activities of the Charity process personal information of participants in order to run these events and the legal requirement for retaining lottery data is extended to coincide with the retention period of finance records i.e. 6 years.

Supporters personal data may be used to:

- Respond appropriately to communications, donations and gifts.
- Meet legal requirements.
- Provide information about the activities of the Charity.

The legal basis for processing supporter information is normally because of the supporter's consent, for example where a Supporters story is published on our website, legal requirements or is a legitimate interest of the Charity.

How we analyse the information we collect about you

Before contacting you, we may use data analysis to interpret your data and predict how likely you are to be interested in or responsive to a particular campaign or fundraising appeal. Where we have identified that you have the capacity and/or affinity to support Cornwall Hospice Care at a higher level, we may collect additional information about you and combine, analyse and compile that information into a profile of you in order to assist us in engaging with you in a more personalised way. This may include using third parties to undertake this task.

We collect personal data from Retail customers to;

- Fulfil contractual obligations.
- Meet legal requirements.

We process the personal data of staff and volunteers to:

- Recruit staff and volunteers.
- Fulfil contractual requirements.
- Meet legal requirements.
- Provide effective management.
- Develop a highly skilled and qualified workforce.
- Deliver health, safety and welfare commitments.

The legal basis for such processing is a combination of legal requirements and legitimate interest and in some instances consent.

Recording personal information about you

Most information we hold will be collected from you but we may also obtain this from third parties such as your doctor (or other health professional) or other relevant organisation such as a previous employer for a reference.

We will always tell you why we need your information and how we'll use it. We will only ask you for information that is relevant and necessary to the delivery of our services. Information we hold about you will vary dependant on the contact you have with the Charity and the services we provide to you. For example if we are providing you with healthcare your information will be shared with those directly involved in providing that care. If we're supporting you with training, it's helpful that we know about your education and previous employment history. If you need adaptations in your workplace we may need to know about associated health conditions.

Information sharing

Sometimes we need to share your information with other organisations that we work with or who provide services on our behalf. We will only share relevant details and we will ensure your information remains secure.

We may need to share information in order:

- To provide you with the most appropriate healthcare
- To meet our legal obligations
- To fulfil a contract with you e.g. when we use a 3rd party to make a delivery
- In connection with legal proceedings (or where we are instructed to do so by Court order)
- To protect the vital interests of an individual (in a life or death situation)

When the information we need to share is defined as 'special' (e.g. information about health matters, ethnicity, religion, sexual orientation), we will generally ask you for consent before we share unless we are required or permitted to share this by law.

Your Rights

You can ask for a copy of the personal information we hold about you. This is known as a Subject Access Request (SAR). You can also request information to be corrected, erased or transferred to another organisation. You also have the right to be

'forgotten'. Please put all requests in writing (or email). Further details outlining all of your rights in relation to your personal data are available in our Data Protection policy and "Subject Access Request policy and procedure" which are available on our website: [Policies | Cornwall Hospice Care](#)

Accurate and Up to Date

Please tell us if your information changes so we can keep it up to date. For example if you change your contact details including mobile number and email address. We won't keep your information longer than we need to. Our Data Retention Schedule outlines how long information is kept – and is published on our website.