**Northern Ireland Hospice**

**Privacy Notice (Retail and Café)**

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| **Introduction** |

Northern Ireland Hospice (NIH) is committed to protecting the privacy of everyone who uses our care services (as patients or carers), our employees and volunteers, our education customers, our retail and café customers, our Members and Trustees, our service providers and anyone who supports our work through our fundraising activities. This policy explains what personal data we collect and process, how we collect it, how long we keep it, why we collect and process personal data, whom we share it with, and on what legal basis. It also explains the steps we take to keep data secure and ensures that you remain informed with regard to your rights and in control of your information. We will only use personal data that we collect in line with all applicable laws, including the General Data Protection Regulation (GDPR)

Sections:

1. Care Services (Patients, Carers and Family)
2. Donors and Supporters
3. Employment (recruitment candidates and employees) and Volunteers
4. Education
5. **Retail and Café**
6. Members and Trustees
7. Service Providers
8. **General Information**

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| **5.0 Retail and Café Operations** |

Northern Ireland Hospice obtains and processes personal data about customers in our retail and café operations in order to process sale transactions (in person and online), claim gift aid and collect donated goods. We may also obtain personal data if you wish to make a complaint.

The legitimate interests of Northern Ireland Hospice are to provide palliative care to patients, and support and information to their carers and families (for example social work, bereavement support, chaplain support) and to manage the effective running of Northern Ireland Hospice, and/or performance of our contract with you (for the purposes of processing payment online or in the café via credit/debit card).

This data usually includes basic details such as your name, address, telephone number.

We have a legal duty to keep these details confidential, accurate and secure at all times and to only keep them for the duration required in line with Data Protection laws and in line with our Records keeping policy.

We will not routinely disclose any information about you without your express permission. However, there are circumstances where we must or can share information about you owing to a legal/statutory obligation e.g. processing Gift Aid.

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| **8.0 General Information** |

**8.1 How do you update your Personal Data?**

We want to make sure that your personal data is accurate and up to date. Please let us know if your details change. We may use publicly available sources to keep your records up to date for example, checking your postcode is correct using the Royal Mail postcode lookup facility.

To let us know of any changes please contact:

The Retail Department

Northern Ireland Hospice

18 O’Neill Road

Newtownabbey

BT36 6WB

Tel: 028 90781 836

**8.2 What Rights do I have over My Personal Data?**

Under the General Data Protection Regulation, you have the right to:

* be informed – this privacy notice provides the information we are required to provide
* access your personal data
* have your data rectified or erased
* object to or restrict the processing of your data
* withdraw consent if that is the basis of our processing– please contact our Retail Department using the contact details above with any requests or our Data Protection Officer using the contact details below with any queries on this issue
* data portability – in limited circumstances you may be entitled to have any personal data we hold and which

you provided to us sent electronically to you or direct to another organization at your request

* not to be subjected to automated decision making (including profiling) which produces legal effects or similar

significant effects – NI Hospice does not currently do this

* to lodge a complaint with NIH or the overarching regulator, the Information Commissioners Office.

Information Commissioners Office – Northern Ireland

3rd Floor, 14 Cromac Place,

Belfast,

BT7 2JB,

Telephone: 028 90 278 757

E-mail: ni@ico.org.uk

Further information on these rights is available from the Information Commissioners website <https://ico.org.uk/>.

You have a right to receive a copy of the information we hold about you. If there are any discrepancies in the information we provide, please let us know and we will correct them.

You have a right to ask us to stop processing or to delete your personal data. Where there is no need to for legal or regulatory requirements to retain the data, we will be able to do this. However, in order to comply with legal requirements such as holding Gift Aid Declarations for HM Revenue & Customs we may need to retain your data.

**8.3 How we protect and keep your data?**

We have security procedures, rules and technical measures to protect your data. Your data will be kept in a secure environment with access restricted on a need to know basis.

Personal data will not be transferred to any third party in a country or territory outside the European Economic Area unless there is a specific operational reason to do so and in which circumstance we will require the third party to comply with and safeguard the data pursuant to requirements of GDPR. We will only transfer your personal data to a Country or Territory outside the European Economic Area whose data protection laws have been assessed as adequate by the European Commission, or where appropriate safeguards are in place. See Third Party Processing section for further information.

When using websites owned by other organisations to communicate with us, such as Twitter or Facebook, then please consult their privacy policies/notices.

**8.4 Sharing of your Data by Northern Ireland Hospice**

We will not routinely disclose any information about you without your express permission. However, in addition to some specific reasons for sharing of data outlined within the various sections, there are circumstances where we must or can share information about you owing to a legal/statutory obligation.

Any disclosures of personal data are always made on a case-by-case basis, using the minimum personal data necessary for the specific purpose and circumstances and with the appropriate security controls in place. Information is only shared with those agencies and bodies who have a "need to know" or where you have consented to the disclosure of your personal data to such persons.

The additional circumstances when we might have to share your data with other third parties are:

* You ask us to do so;
* If we are under a duty to do so under a legal obligation;
* Our duty to comply with any Court Orders which may be imposed
* To enforce our terms and conditions or other agreements;
* To protect our rights, property, our safety or the safety of our patients, customers or others;
* If the public interest is thought to be of greater importance, for example, if a serious crime has been

committed.

We may use the information we hold about you to detect and prevent crime or fraud. We may also share this information with other bodies that inspect and manage public funds.

We will only ever share your data in other circumstances if we have your explicit and informed consent.

Rest assured, we never share, sell, swap or rent your data to third parties for marketing purposes.

We may also collect and retain your information if you send feedback about our services or make a complaint

**8.5 How we keep data safe and who has access**

We ensure that there are appropriate technical controls in place to protect your personal details. For example our online forms are always encrypted and our network is protected with controls regularly monitored.

We undertake regular reviews of who has access to information that we hold to ensure that your information is only accessible by properly trained staff, volunteers and contractors. We undertake regular data cleansing to ensure that the data is accurate and consistent with NIH Record Keeping Policy.

**8.6 Third Party Processing**

Sometimes we use external companies to collect or process personal data on our behalf. We do comprehensive checks on these companies before we work with them, and put a contract in place that sets out our expectations and requirements, especially regarding how they manage the personal data they collect or have access to.

Some of our suppliers run their operations outside the European Economic Area (EEA). Although they may not be subject to the same data protection laws as UK or EU companies, we will take steps to make sure they provide an adequate level of protection in accordance with GDPR. Your personal data will not be transferred to countries outside the EEA unless the country‘s data protection laws have been assessed as adequate by the EEA or where adequate safeguards as are approved by the EEA and/or ICO are in place. By submitting your personal information to us you agree to this transfer, storing or processing at a location outside the EEA.

**8.7 Sharing Your Story**

You may choose to tell us about your experiences with life threatening, life-limiting illness as a service user, carer, volunteer, staff member, donor or an Ambassador to help further our work. If we have the explicit and informed consent of the individuals, or their parent or guardian if they are under 18, this information may be made public by us at events, in materials promoting our campaigning and fundraising work, or in documents such as our annual report.

**8.8 Retention Period**

We do not keep your data for longer than is necessary for the purposes for which it was provided. We will retain information on individuals in compliance with statutory requirements or in line with organisational needs where there are no such statutory requirements. This is in accordance with our Records Keeping policy and adheres to the requirements of the GDPR. This policy sets out our retention periods for specific types of personal data and/or the criteria we will use to determine that period.

Current retention timeframes are set out below:

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| **Category** | **Retention Timeframe** |
| Gift Aid Declarations | 6 years  |
| Volunteer files | 6 years |
| Complaints | 10 years |

**8.9 Changes to this Privacy Notice**

We might change this Notice from time to time. If we make any significant changes in the way we treat your personal information we will make this clear on the NIH website or by contacting you directly. The date when this privacy notice was last updated will be stated at the end of the Policy

If you have any questions about this privacy notice or about our data processing in general, require more information, of if you want to see what information we hold about you, please contact our Data Protection Officer

using the following contact details:

Beverley Kernoghan

Data Protection Officer

Northern Ireland Hospice

18 O’Neill Road

Newtownabbey

Co Antrim

BT36 6WB

Tel: 028 90781 836

Email: beverley.kernoghan@nihospice.org Updated: June 2018