

## Privacy policy

Farleigh Hospice (charity number: 284670) is committed to protecting your privacy, upholding your right to confidentiality and keeping any personal information that you share with us safe and secure.

This privacy notice applies to our use of any and all data collected by us or provided by you in relation to your use of any service that Farleigh Hospice provides.

Please read this privacy notice carefully to understand our practices regarding your personal data and how we collect, use and store your information.

For more information, please contact the Data Protection Officer:

Email: [DPO@farleighhospice.org](mailto:DPO@farleighhospice.org)

Telephone: 01245 457300

### 1. What information we collect and how we use it

This section outlines how Farleigh Hospice collects, uses and protects personal data from our clinical service users, staff, volunteers and supporters, in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

- **1.1 Clinical service users**

A clinical service user is anyone who:

- Is currently receiving support or care from one of our services
- Has previously received support or care from one of our services
- Has made an enquiry or been referred but is yet to receive support
- Was previously referred but did not receive a service
- **What information do we collect?**

We may collect and process the following categories of personal data:

#### General personal data

- Title and full name
- Postal address
- Date of birth
- Contact details (email and telephone number)
- Next of kin and family information
- GP and healthcare provider contact details
- Family connections with other service users

- CCTV footage (for security purposes)

**Special category (sensitive) data**

- Health and medical information (including diagnoses, treatment plans and test results)
- Notes and reports relating to your care
- Information from relatives or healthcare professionals
- Lifestyle information (such as smoking status or disabilities)
- Religion, ethnicity and language preferences
- Safeguarding status or protection orders

It is important for us to have a complete picture of you to support the delivery of appropriate care and treatment.

You are not obligated to provide your personal information. However, without it we may be unable to provide our services.

- **How do we collect this information?**
- Directly from you (e.g. during assessments or conversations)
- From healthcare or social care referrals
- From third-party systems (e.g. NHS databases)
- Through CCTV systems at our premises
- **How do we use this information?**

We use your personal data to:

- Deliver and manage your care and treatment
- Ensure accurate and up-to-date records
- Coordinate care with other healthcare providers
- Monitor and improve service quality
- Support funding and commissioning of care
- Conduct audits, research and service planning (using anonymised data)
- Comply with legal and regulatory obligations
- Contact you regarding appointments or updates

We may share relevant information with healthcare organisations such as NHS England, NHS trusts, GPs and other care providers where necessary to support your care.

We process your data under:

- Article 6(1)(e) – public interest
- Article 9(2)(h) – provision of health or social care
  
- **1.2 Supporters**

This section applies to donors, event participants, volunteers and individuals engaging with Farleigh Hospice in a non-clinical capacity.

- **When do we collect your information?**

We collect personal data when you:

- Make a donation
- Contact us with an enquiry
- Attend or register for an event
- Complete forms
- Subscribe to communications
- Volunteer or express interest in volunteering
- Interact via social media or third-party platforms
- Visit our premises (via CCTV)
- **What information do we collect?**
- Name and contact details
- Communication preferences
- Donation history and Gift Aid information
- Event participation and volunteering details
- Records of correspondence
- Payment details (processed securely)
- **How do we use this information?**

We use your data to:

- Process donations and manage fundraising activities
- Administer events and volunteering

- Respond to enquiries
- Send communications (where you have opted in)
- Meet legal and regulatory requirements
- Improve our services
- **Lawful basis**
- Consent
- Contract
- Legal obligation
- Legitimate interests

You can update your communication preferences at any time by contacting us.

- **1.3 Applicants – staff and volunteers**
- **What information do we collect?**
- Contact details
- Employment and education history
- Right to work documentation
- Bank details
- Health and DBS information
- Equality monitoring data
- **How do we use this information?**

We use your data to:

- Manage recruitment and onboarding
- Administer contracts and payroll
- Ensure legal compliance
- Support training and development
- Maintain health and safety
- Manage internal communications

We process your data under:

- Article 6(1)(b), (c) and (f)
- Article 9(2)(b) and (h)

## **2. Storage and security of personal data**

We take appropriate technical and organisational measures to protect your data, including:

- Encryption
- Access controls
- Multi-factor authentication
- Regular audits
- Staff training
- Secure data disposal
- **2.1 Data location and transfers**

Your data is stored within the UK or EEA. Where data is transferred internationally, appropriate safeguards will be in place.

## **3. External links**

Our website may contain links to third-party websites. We are not responsible for their privacy practices and recommend reviewing their policies.

## **4. Your rights**

You have the right to:

- Access your personal data
- Correct inaccurate information
- Request deletion of your data
- Restrict processing
- Object to processing
- Withdraw consent

To exercise your rights, contact:

[DPO@farleighhospice.org](mailto:DPO@farleighhospice.org)

## **5. Data retention**

We retain personal data only for as long as necessary, including:

- Clinical records – in line with NHS guidance
- Employment records – in line with legal requirements
- Financial records – minimum 6 years
- Marketing preferences – until withdrawn

## **6. Changes to this policy**

We review this policy regularly.

Last updated: July 2025

## **7. Cookies and website data**

We use cookies to improve website functionality and understand how our website is used.

This may include:

- IP address
- Device and browser type
- Pages visited
- Approximate location

Data is anonymised where possible and used for analysis and service improvement.

## **8. Media permissions**

We may use images, video or audio recordings with your consent for communications purposes.

You can withdraw your consent at any time by contacting us.

## **9. Contact us**

### **General enquiries**

Farleigh Hospice  
North Court Road  
Chelmsford  
Essex CM1 7FH



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**Data protection enquiries**

Data Protection Officer

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