



**St Margaret's**  
Hospice Care

## Use of your personal information



**St Margaret's Hospice Care takes your privacy seriously. We are committed to protecting your personal information. This leaflet sets out how we use the information that you provide us with in order to help further our work in providing end of life care throughout Somerset.**

## **How the law applies to St Margaret's Hospice Care**

St Margaret's Hospice Care will only process (use) your personal information if we have:

- A statutory obligation to do so
- A legal obligation to use and/or disclose information about you
- Asked you and have a record of your express and recent consent
- A contract with you that we can only fulfil by using your personal information, e.g. to send you an item that you have requested
- A 'legitimate interest' to do so in order to support our charitable purposes

In extreme situations, such as an accident or medical emergency, we may share your personal details with the emergency services if it is essential for the preservation of life. St Margaret's Hospice Care will not rent, swap or sell your personal information.

## **Processing your data**

The following sets out the legal grounds for processing your data:

### **Patient Services**

St Margaret's Hospice Care has a statutory obligation to process your data if you receive any care from our clinical services.

### **HR and Volunteering**

If you are a member of staff or a volunteer, St Margaret's Hospice Care has a statutory obligation to process certain aspects of your data such as tax records for HMRC, or to safeguard our patients and employees through the use of Disclosure and Barring Service Checks (DBS).

We may also process your data when there is a contract in place or where we have a legitimate interest to do so.

### **Finance**

St Margaret's Hospice Care will process your data where there is a legitimate interest to do so, for example, in the administration of a donation or payment.

### **Fundraising and Retail**

St Margaret's Hospice Care will process your data when there is a contract in place, for example if you sign up to our hospice lottery, purchase goods through an online store or sign up for a fundraising event.

We may also contact you if we have a legitimate interest (please see below for an explanation of legitimate interest) to do so.

We will also process your data where there is a legal obligation to do so, such as any Gift Aid status.

### **Marketing and Communications**

St Margaret's Hospice Care will ask for your consent before we communicate with you for certain purposes. For example, we will email or text you about our fundraising activities if we have an accurate record of your consent to do so.

You can withdraw your consent at any time by phoning **0845 345 9671** or emailing **fundraising@st-margarets-hospice.org.uk**

There are times when it is not practical to obtain and record consent. At those times, we will only process personal information if the processing is via another legal ground, for example legitimate interest.

## **What is legitimate interest?**

This legal ground for processing means that organisations can process your personal information if they:

1. have a genuine and legitimate reason for doing so, and
2. that use does not harm any of your rights and interests as an individual

Where necessary, anonymised patient data is shared with other health organisations, such as the Department of Health and other hospices. This enables us to monitor and plan services.

We may also contact you from time to time to invite your help to promote public relations in connection with the services of the hospice.

## **Who do we share personal data with?**

We share data with a range of organisations. We will always endeavour to share the minimum amount of personal data required and we will always anonymise the data if possible.

## **How long do we keep your records for?**

We do not keep your records for longer than necessary. All records are removed confidentially once their retention period has been met, or St Margaret's Hospice Care has made the decision that the records are no longer required.

## You can opt out/give or withdraw consent/ change your preferences at any time

You can change your preferences with us at any by contacting us via:

- Telephone: **0845 345 9671** • Email: **fundraising@st-margarets-hospice.org.uk**
- in writing: **St Margaret's Hospice Care, Heron Drive, Taunton, TA1 5HA**

The General Data Protection Regulation gives you certain rights over your data and how we use it. If you wish to exercise any of these rights please contact our Data Protection Officer in writing or by emailing: **dpo@st-margarets-hospice.org.uk**

If you believe your privacy rights have been violated, you may file a complaint with us or with the Information Commissioner's office: **www.ico.org.uk**

**St Margaret's Hospice Care Taunton Hospice,**  
Heron Drive, Bishops Hull, Taunton, TA1 5HA

 01823 333822

**St Margaret's Hospice Care Yeovil Hospice,**  
Little Tarrat Lane, Yeovil, BA20 2HU

 01935 709480

**www.st-margarets-hospice.org.uk**

 **CRC@st-margarets-hospice.org.uk**

St Margaret's Hospice Care is committed to taking your privacy seriously and protecting your personal information. If you want to know more about how we use your data go on the 'privacy statement' on our website or ask for a 'Use of your personal information' leaflet.

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