

We are Havens Hospices, based in Essex. We provide hospice care for children, young people and adults who have been diagnosed with life-limiting or incurable illness and we offer support to their families. Through our two hospices, Fair Havens, and Little Havens, we are making everyday count for the people we care for. We are a registered charity (no 1022119) and a company limited by guarantee (no 2805007) and our administration office is at in Southend on Sea, Essex.

If you have any questions about our privacy notice, how we use your data, or our approach to data protection in general, you can contact us as follows:

Email: [dataprotection@havenshospices.org.uk](mailto:dataprotection@havenshospices.org.uk)

Post: 226 Priory Crescent, Southend on Sea, Essex, SS2 6PR

Telephone: 01702 220310

Website: [www.havenshospices.org.uk](http://www.havenshospices.org.uk)

### **What is personal data?**

Personal data is information that can be used to help identify an individual, directly or indirectly, such as a name, an identification number, location data, an online identifier or one or more factors specific to the physical, physiological, genetic, mental, economic, cultural, or social identity of that person.

### **What information do we collect and why?**

We collect a variety of personal and non-personal information during your pre-employment/employment with us, but this might include your name, address, telephone number, email address, IP address, qualifications, and skills, next of kin or emergency contact information. For identification and payment purposes we collect your bank details, passport or driving licence details, details of your vehicle and vehicle insurance when claiming expenses and other personal information in connection with your DBS/ Right to work background checks. Depending on your role we may also require health information to be disclosed.

We will also note down, if we are aware, when you have a personal connection to the hospice because you or a loved one of yours have used our services. If we are not aware of your connection this is only because the information has not been shared with us by you.

We use Closed Circuit Television (CCTV) in and around our buildings for security purposes, therefore you may appear in still images and video footage. Our CCTV system and its operation adheres to the CCTV Code of Practice.

### **How do we collect personal information from you?**

- Through application forms, letters, or CVs when you apply for a role as an employee.
- Through your interaction with us as an employee e.g. face to face communication, via email, text message, verbally over the telephone or via video conferencing software such as Zoom and Microsoft Teams.
- When you update your information via our self-service HR database and Payroll service.
- When you update your information on online e-learning systems such as e-Learning for Health.

- From information in the public domain e.g. sources like postcode searches, Companies House, or social media sites such as LinkedIn, X (formerly known as Twitter) and Facebook.

### Why do we collect your personal information?

If you are an employee in any capacity, we will collect your information as part of our recruitment process and in fulfilling our responsibilities as your employer. This may include the processing of any salary payments, arranging your pension requests, submitting tax declarations and when necessary, contacting healthcare professionals regarding your wellbeing.

If you donate money, give us gifts, or volunteer at an event, then please read the Supporters and Volunteers Privacy Notice for information on how we process your personal information.

### Who do we share your personal information with?

| Who we may/do share Employee data with                       | Why we would share the information   |
|--|--|
| <b>Disclosure and Barring Service</b>                        | To process a police check application form, for a potential or existing employee (individual would be asked to read and sign the DBS privacy policy and give consent) in line with our Safeguarding Policy.      |
| <b>Trace Payroll</b>   | So that we can pay your salary.  |
| <b>Sacre Associates<br/>Scottish Widows<br/>NHS Pensions</b> | For your pension arrangements and when you request pension advice.   |
| <b>Police</b>  | We will share your information with law enforcement authorities if we are required to release your personal information by law due to a court order or for the detection and prevention of fraud or other crime. |
| <b>HMRC (HM Revenue &amp; Customs)</b>                       | Where we are required to share information about your tax affairs and statutory deductions.  |
| <b>Occupational Health Service</b>                           | To help assess your capability to carry out your role and we will always ask your consent before doing so. Should the need arise, we will share your personal information, including absence information.        |
| <b>CINTRA HR</b>   | Database used by Havens Hospices to store employee information.  |
| <b>Raisers Edge – Blackbaud</b>                              | Where an employee may also donate to the charity - database used by Havens Hospices to store supporter information.  |
| <b>Gisby Harrison Solicitors</b>                             | In the event of a complex legal issue to seek legal advice.  |
| <b>Care Quality Commission (CQC)</b>                         | We are regulated by the CQC and may be subject to an inspection where evidence of employees and their professional qualifications may be required.   |
| <b>Utilize</b>   | Our third-party IT providers who may need to fix an IT issue and would therefore indirectly have access to employee information.   |

| Who we may/do share<br>Employee data with       | Why we would share the information   |
|---|--|
| <b>Vantage</b>                                  | Our third-party software provider for completing risk assessments and recording incidents.   |
| <b>Sayer Vincent</b>                            | Charity auditors   |
| <b>Microsoft</b>                                | Through our use Microsoft 365 services, including Microsoft Teams video conferencing, which is accredited under ISB1596 to store NHS patient data.   |
| <b>Zoom</b>                                     | Software used for video conferencing   |
| <b>NHS Track &amp; Trace</b>                    | Where we are required to share information in respect of Covid-19. If possible, we would prefer that you shared information directly.  |
| <b>Sterling Lotteries<br/>Rapidata Services</b> | If you sign up to our Weekly Draw, we use a company called <a href="http://www.sterlinglotteries.co.uk">www.sterlinglotteries.co.uk</a> to collect your personal and financial information. Sterling lotteries pass the financial information to <a href="http://www.rapidataservices.com">www.rapidataservices.com</a> to undertake the transactions. |
| <b>Law Enforcement<br/>Authorities</b>          | We will share your information with law enforcement authorities if we are required to release your personal information by law due to a court order or for the prevention of fraud or other crime  |
| <b>Certificate of Volunteering</b>              | If you are a volunteer and any future employer of yours requests a certificate of volunteering, then we will seek your consent before sharing your personal information.   |

- We only share the personal information with Third parties necessary to deliver the service and we have contracts in place that require third parties to keep your personal information secure and not to use it for any other purpose.
- On occasion, we will use the information you provide us to target our digital and social media advertising effectively. This could include securely providing contact details such as your name and email address to digital advertising networks or social media companies such as Facebook, Instagram, Google, and X. For example, we may use your information to enable us to display adverts to you, or to potential supporters who have similar characteristics to you.

Any information we share with social media companies will be shared in an encrypted format and will not be used for the social media companies' own purposes. You can stop your information being used in this way by contacting us.

Where you have asked us not to use your information for targeted digital advertising, you may still see adverts related to us. This is because the social media site or advertising network may select you based on information they hold, such as your age and location, or websites you have visited, without using information that has been provided by us.

You can control the kind of advertising which you see through the relevant social media site:

- Facebook

- Instagram
  - LinkedIn
  - X
  - TikTok
  - YouTube
- We will tell you how we collected any personal information about you, and you have the right to see what personal information we have and the right to tell us not to keep it. You can do this using the contact details above.

### What about sensitive information?

Data protection law recognises 'sensitive personal data' or 'special categories of data' covering health information, race, and ethnicity, religious or philosophical beliefs and political opinions, among other things.

We do not collect these types of information unless there is a clear reason to do so - for example where we have a duty to carry out appropriate checks for employees for safeguarding purposes and to ensure their safety whilst performing their duties.

If we collect these types of information, we will make it clear to you what our contractual obligation is and any other legal grounds for processing this information.

### What are the legal bases for processing your data?

Under the Data Protection act 2018/General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

We have a **contractual obligation** when processing data relating to any employee via their Contract of Employment.

We have a **legal obligation** as the basis for processing any legally required information such as tax information to HMRC.

### How do we store your information, and do we keep it forever?

We will retain your personal information for the duration of your employment. We hold your personal information for 7 years, your tax declaration information for 6 years, and for 6 months in the event of an unsuccessful application.

### What are your data protection rights?

Under UK data protection law, you have certain rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete. If you just want to change the personal information you have provided to us at any time then please visit our website [www.havenshospices.org.uk](http://www.havenshospices.org.uk), call us on 01702 220310, or email us on [changeme@havenshospices.org.uk](mailto:changeme@havenshospices.org.uk).

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances unless we are required to retain your information to fulfil our statutory and legal obligations.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your information in certain circumstances unless we are required to retain your information to fulfil our statutory and legal obligations.

**Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances unless we are required to retain your information to fulfil our statutory and legal obligations.

**Your right to data portability** - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request (known as a Data Subject Access Request or DSAR), we have one month to respond to you.

Please contact us at [dataprotection@havenshospices.org.uk](mailto:dataprotection@havenshospices.org.uk) if you wish to make a DSAR.

### **Review of this Privacy Notice**

This privacy notice is regularly reviewed to ensure compliance.