



Policy –Protection of Personal Data

Who we are

In this policy, whenever you see the words 'we', 'us', 'our', 'Friends', it refers to The Friends of Savernake Hospital and the Community (registered charity number 262732).

We are a charity set up to support individuals and organisations involved in healthcare both at Savernake Hospital in Marlborough, Wiltshire and in the wider community (Marlborough and Pewsey Community Areas), with the aim of enhancing the quality of life of those affected by ill health and or disability, and supporting their care and wellbeing. This includes the running of a hospital shop at Savernake Hospital and providing health-related grants.

What is personal data?

Your personal data is any information from which you can be identified or are identifiable, for example, name, address, telephone number and email address. We only collect the personal data that we need.

Members

Personal data we collect

We collect the following personal data about you:

- Date of joining as a member/renewal of membership
- Full name
- Postal address
- Telephone number/s
- Email address
- Donations/subscription amounts
- AGM attendance/apologies

The lawful basis for processing your personal data

We only process your personal data with your consent – from membership forms, donation forms and/or AGM registration forms which you have signed and provided to us, and from other correspondence and telephone calls between you and us.

Why we collect your personal data

We use the personal data you provide to send newsletters about the work of the Friends, including details of grants that have been provided, and to notify you of our Annual General Meeting.

How long we keep your personal data

We keep your personal data until:

- (for life members) we are notified of your death
- (for annual members) a year after your membership has lapsed
- (for all members) if we become aware that your contact details are no longer current, but we have no updated contact details for you
- (for all members) if you have notified us that you wish to have your personal data removed we shall do so within one calendar month of the request

Where your personal data is stored

The data is stored on a membership database which is password protected.

Who your personal data will be shared with

We only share your membership data with the Friends Administrator and trustees for the purposes of administering your membership.

Volunteers

Personal data we collect

If you are a volunteer or a prospective volunteer, then you will have completed and signed a volunteer application form which includes:

- Full name
- Postal address
- Telephone number/s
- Email address
- Date of birth

We may also collect, store and use details of next of kin and emergency contact numbers.

We may also collect, store and use “sensitive personal data” which includes information about:

- Ethnic origin
- Criminal convictions
- Medical conditions and disabilities

The lawful basis for processing your personal data

This information will be retained for legal or contractual reasons.

There may be personal information you have given us consent to use for certain purposes.

Why we collect your personal data

We need to use your personal data so that our Shop Coordinator can manage your volunteering. This could include contacting you about shifts you have booked, expenses you have claimed and to recognise your contribution.

This information is also required:

- To facilitate safe recruitment, including safeguarding and health and safety
- To enable ethnicity and disability monitoring
- For identification purposes

How long we keep your personal data

Personal data will be kept for up to 6 months after you stop volunteering with us.

Where your personal data is stored

We store both hard copy data and electronic data. The information is kept secure (electronic data is password protected) and is only used for purposes directly relevant to your volunteering with us.

Who your personal data will be shared with

We do not share information about you with any third party without your consent, unless the law allows or unless it is legally required, or necessary (and it complies with data protection law) including:

- Your family and representatives, in the event that you are injured or unwell at work or you die

- To comply with the legal requirements of courts, tribunals and the police.
- Our Shop Co-ordinator, to manage your volunteering for us.
- Health authorities, to support health and safety at work and safeguarding obligations.
- GWH Foundation Trust, who process our DBS and Occupational Health clearances.

Fundraisers and Donors

Personal data we collect and why

If you:

- **Tell us that you want to fundraise to support our charity**, we will use the personal information you give to us to record your plans and to contact you to support your fundraising efforts
- **Make a donation**, we will use the personal information you give us to record the nature and amount of your gift, claim Gift Aid (if you have told us you are eligible) and to contact you to thank you for your donation.
- **If you have told us that you are considering leaving us a gift in your will** – or if somebody else, such as your solicitor, contacts us in relation to your will - we will use the personal information given to us to keep a record of this, including any stated purpose of the intended gift.

The lawful basis for processing your personal data

If you agree to fundraise for us, make a donation to us or leave a gift to us, then we will have a legitimate interest in processing your data, as it will provide us with additional funds which will enhance the grant-giving abilities of our charity.

Charity Commission rules also require us to be assured of the provenance of funds and any conditions attached to them. This is a legal obligation.

How long we keep your personal data

We will keep your personal data until:

- (in the case of proposed fundraising) the fundraising efforts have been completed or terminated
- (in the case of donations) until the Gift Aid claim has been completed and we have thanked you for your donation.
- (in the case of a gift in a will) until:
 - 5 years after you notified us of your intention; or
 - If earlier:
 - the date we receive an amount from your will; or

- the date we learn that you have died but had not provided for a gift to the Friends in your will.

Where your personal data is stored

Your information will be securely stored on file on a password-protected computer. Hard copies of letters will be stored securely.

Who your personal data will be shared with

This personal data will only be shared with the Friends Administrator and the trustees. In the case of a proposed gift in a will, we may need to provide information to the administrator of your will/solicitor.

Grant applicants

Personal data we collect and why

If you submit a grant application we will use any personal information to give us (usually simply name, address and telephone number) to assist with processing the grant request, including contacting you for further information, providing you with details of our decision (with reasons), transmitting grant funds and to monitoring the ongoing administration of grant money which we provide to you for a specific purpose.

The lawful basis for processing your personal data

The considering and processing of health-related grant applications forms the foundation of the charitable work of the Friends. If we provide a grant to you then we will have entered into a contract with you to provide the agreed amount of money and you will have undertaken to use that money in the manner stated in your grant application form.

Where your personal data is stored

We will keep a copy of the grant application and relevant correspondence with you securely stored on our systems. Hard copies will be securely stored and deleted within 5 years of a decision having been made on your grant application or receiving your grant enquiry. Anonymised details of the grant will be retained indefinitely.

Who your personal data will be shared with

This personal data will only be shared with the Friends Administrator and the trustees. If we prepare a news article for publication on our website or in the local media about any grant we provide to you, we will ask for your permission before publishing or sharing any of your personal details.

Paid Recruitment

Currently, the Friends have no paid employees and only use paid self-employed contractors.

Personal data we collect

Personal information we collect about those who we engage to work for the Friends includes:

- Full name
- Postal address
- Telephone number/s
- Email address
- Date of birth
- Bank account details
- References
- Qualifications and employment records

We may also collect, store and use “sensitive personal data” which includes information about:

- Ethnic origin
- Criminal convictions
- Medical conditions and disabilities

The lawful basis for processing your personal data

If you are a self-employed contractor, we most commonly collect and use personal information about you to fulfil the contract that you and we have entered into, as well as to comply with legal obligations.

There may be personal information you have given us consent to use for certain purposes.

Why we collect your personal data

This information will be retained to help us run our charity, including:

- To enable you to be paid
- To facilitate safe recruitment
- To enable ethnicity and disability monitoring

How long we keep your personal data

We keep your personal data until six years after your contract of services with us ceases.

Where your personal data is stored

We create and maintain a recruitment file for each self-employed contractor. The information in this file is kept secure and only used for purposes relating directly to the work you engage in for the Friends.

Who your personal data will be shared with

We do not share information about you with any third party without your consent, unless the law allows or unless it is legally required, including:

- Your family and representatives, in the event that you are injured or unwell at work or you die
- To comply with the legal requirements of courts, tribunals and the police.

Your rights regarding the personal data held by us (all data subjects)

1. Right to be informed

You have the right to be told about the collection and use of your personal data

2. Right of access

You have the right to access your personal data and any supplementary information we may hold about you by making a 'subject access request' to the Friends Administrator (contact details below). This allows you to be aware of, and verify, the lawfulness of any processing by us.

3. Right to rectification

You can have inaccurate personal data changed, or completed if it is incomplete.

You can make a request for rectification verbally or in writing (see below) and we will respond within one calendar month to any such request.

4. Right to erasure

You have the right to have any personal data erased which we hold. This is the 'right to be forgotten'. This is not an absolute right and only applies in certain circumstances. You can make a request for erasure verbally or in writing and we will respond within one calendar month to any such request

5. Right to restrict processing

You have the right to request the restriction or suppression of your personal data. This means that we can store the personal data but not use it. This is not an absolute right and only applies in certain circumstances. You can make a request for restriction verbally or in writing to the Friends Administrator and we will respond in one calendar month to any such request.

6. Consent

In general terms, where you have provided us with consent to use your personal data in a particular way, you may withdraw this consent at any time. We will make this clear when requesting your consent and explain the procedure for withdrawing consent if you wish to do so.

Disposal

Personal data that is no longer needed or (provided we cannot or do not need to rectify or update it) is inaccurate or out of date, will be disposed of securely.

Complaints

If you have any concerns about our data processing – for example you think that our collection or use of your personal information is unfair, misleading or inappropriate - please contact us in the first instance.

To make a complaint, please contact the Friends Administrator.

Alternatively, you can complain directly to the Information Commissioner's Office:

- Online at <https://ico.org.uk/concerns/>
- By telephone: 0303 123 1113
- By post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Questions

If you have any questions or concerns in relation to this privacy policy or how we use your personal data, or if you would like more information about anything in this policy, please contact the Friends Administrator:

- By email at info@friendsofsavernake.org
- By telephone: 01672 288167

- By post: addressed to the Administrator c/o The Friends' Shop, Savernake Hospital, London Rd, Marlborough SN8 3HL.