

Privacy Notice

Voluntary Services



Prospect Hospice
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Swindon, Wiltshire SN4 9BY
Telephone: **01793 813355**
Email: info@prospect-hospice.net
Visit: www.prospect-hospice.net

Follow us on social media:



President: Her Majesty The Queen
Registered charity number: 280093
Company registration: 1494909



How we use your personal information

Prospect Hospice is a data controller registered with the Information Commissioner's Office (ICO). The hospice's data protection officer is the Information Manager and Data Protection Lead. If you want to get in touch about your data, you can call them on **01793 813355** or email **dataprotection@prospect-hospice.net**.

How do we use your personal information?

If you applied to volunteer for Prospect Hospice through an external organisation, such as the 'Do-it' website, they will pass your information to us. This includes your contact details and other information, such as your experience and interests.

As a volunteer with Prospect Hospice, we'll hold personal data such as your contact details, work experience, references and emergency contact details. We process this data on the legal basis that we have a legitimate interest. If your volunteering role includes transporting patients, every year, we'll ask to see and keep copies of your MOT and insurance documents. We won't share this information with any other parties.

Our legitimate interest is to help all areas of the hospice – using volunteer roles where possible – care for people facing life-limiting illnesses in Swindon and north-east Wiltshire.

Rest assured, we'll never share your data or personal information with any external organisation. We also won't transfer any personal data outside the European Economic Area (EEA). For some activities that require direct activity with patients, we will request a Disclosure and Barring Service (DBS) check.

How long will we keep your data?

We will keep your data for seven years from when you confirm you have stopped volunteering with us, either verbally, in writing or by not responding to a final notice letter. After this, we'll destroy it securely.

What are your rights?

As a data subject (someone whose information we process), you have the following rights relating to your personal information:

- You can ask us for a copy of your data at any time, free of charge (the right of subject access).
- You can ask us to correct inaccurate data and add a supplementary statement if you wish (the right to rectification). If your personal details change, please let us know by calling **01793 813355** and asking for the Voluntary Services team. You can also email **volunteering@prospect-hospice.net**.
- If you believe the data we hold is inaccurate or unlawful, you can ask us to restrict it from further processing (the right to restriction).
- You can ask us to give you the information you previously provided to us in a portable digital format, such as a 'CSV' file (the right to portability).
- You can object to us processing your data (the right to object).

- If you wish, we can delete the information we have about you, if we're no longer using the data for the purpose or purposes we originally collected it (the right to erasure – also known as the right to be forgotten).
- If you feel we have mishandled or misused your data in some way, you can complain to the Information Commissioner's Office.

We do not have any statutory or contractual requirements to process your data. However, you will not be able to volunteer with us if we can't process the data.

What won't we do?

- We will not use your data to profile you or make any automated decisions about you.
- We will not process your personal data for any other purpose, unless you have specifically consented to us doing so before we use your information.

We will always let you know what we're doing with your personal data.

