

OAKHAVEN HOSPICE PRIVACY NOTICE GENERAL

Oakhaven is committed to maintaining the accuracy, confidentiality and security of your personal information. This Privacy Notice describes the personal information that we collect from or about you, how we use it and to whom we disclose that information.

This Privacy Notice applies to the general public including contractors and other customers. We have a separate privacy notice for our patients/service users, donors/supporters, employees/job applicants and volunteers. Details of these can be found here [Privacy Policy - Oakhaven](#).

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Who we are

Oakhaven Hospice (Oakhaven) is a registered charity number 900215.

Companies House No: 02435177

Registered office: Lower Pennington Lane, Lymington, Hampshire, SO41 8ZZ.

We are committed to protecting your privacy and will only use personal data that we collect in line with all applicable laws, including the General Data Protection Regulation (GDPR). In this Notice, “We”, “Us” and “Our” means Oakhaven Hospice. We are committed to maintaining the accuracy, confidentiality and security of your personal information. Data protection law provides you with a right to be informed about the processing of your personal information. This Notice describes the personal information that we collect from or about you, and how we use and to whom we disclose that information.

Where it is appropriate to the delivery of the service and in accordance with our contract with you or as required by law, we may also prescribe additional purposes and longer retention periods to those set out below.

Who is responsible?

The person responsible for the personal information about you which we collect (the “data controller”) is Oakhaven.

What Personal Data do we collect?

Depending on your relationship with us, we may collect:

- Personal details (name, title, contact details)
- Business contact information (role, organisation, email, phone)
- Identification documents (if required for safeguarding or site access)
- Records of communications and enquiries
- CCTV images if you visit our premises
- Information for procurement or service contracts (financial/payment information)
- Health and safety information if an incident occurs

We only collect what we need for a clear purpose.

Why Do We Collect Personal Information?

We process data when it is necessary for:

Purpose	Legal Basis
Responding to enquiries, providing services, managing relationships with customers and contractors	Legitimate interests
Fulfilling contracts with suppliers, partners, or customers	Performance of a contract
Complying with laws (e.g., financial reporting, security access, safeguarding)	Legal obligation
Site safety and security (including CCTV)	Legitimate interests / Substantial public interest (safety)
Optional communications and updates	Consent

You can withdraw consent at any time.

We may only process sensitive data (e.g., health information in an incident report) where necessary for:

- **Legal obligations** (e.g., accident reporting, safeguarding)
- **Substantial public interest** (e.g., safety)
- **Establishing, exercising or defending legal claims**

We will always treat this information securely and minimally.

When Do We Share Your Personal Information?

We may share data with:

- Service providers acting on our behalf (IT, security, accounting etc.)
- Regulators and authorities where legally required (e.g. police, HMRC)
- Contracting partners where necessary to deliver services

Any third parties are required to protect your data through contractual agreements.

We **do not** sell or trade personal data.

How your records are stored

Your information is stored securely in line with data protection policies using:

- Access controls and role-based permissions
- Secure IT systems and encryption
- Physical security and confidentiality protocols

How is Your Personal Information Protected?

We endeavour to maintain physical, technical and procedural safeguards that are appropriate to the sensitivity of the personal information in question. These safeguards are designed to protect your personal information from loss and unauthorised access, copying, use, modification or disclosure.

Your personal information will not normally be processed outside the European Economic Area. Where it is necessary or desirable to do so, we will seek your prior consent, and we will take steps to ensure that suitable safeguards apply.

How Long is Your Personal Information Retained?

We only keep your personal information for as long as necessary for the purpose collected and to comply with legal and regulatory requirements. Examples:

- General enquiries: retained for up to **2 years**
- Contracts and financial records: **6 years**
- CCTV recordings: typically **30 days**, unless needed for investigation

Data may be anonymised instead of being deleted where appropriate.

Updating Your Personal Information

It is important that the information contained in our records is both accurate and current. If your personal information happens to change during your relationship with us, please keep us informed of such changes.

You have a right to have your personal information corrected if it is inaccurate and to have incomplete personal information completed. In some circumstances we may decide to update our record of your personal information by appending additional text without deleting the original record. We would advise that you raise any changes with us as soon as they occur so that the data we keep about you is kept up to date.

Right of Access to Your Personal Information

You can ask to see the personal information that we hold about you. If you want to review, verify or correct your personal information, please contact Oakhaven. Please note that any such communication may be required in writing.

When requesting access to your personal information, please note that we may request

specific information from you to enable us to confirm your identity and right to access, as well as to search for and provide you with the personal information that we hold about you.

You have the right to access the personal information we hold about you. In most cases, we will provide this information upon request. However, in limited circumstances, applicable law or regulatory requirements may allow or require us to withhold certain information. This may include:

- Personal information that has been destroyed, erased, or anonymised in line with our record retention policies
- Information where disclosure is restricted by legal or regulatory obligations

If we are unable to provide full access to your personal information, we will explain the reasons for this wherever possible, subject to any legal or regulatory restrictions.

Your other legal rights

Data protection legislation also provides you with certain other rights. These are not always absolute rights and must be considered in the wider scope of the legislation. These rights are:

<p><u>Right of access and of data portability.</u></p>	<p>You have the right of access to information we hold about or concerning you and/or to have it transferred to another data controller in some circumstances. If you would like to exercise this right, you should contact our Data Protection Officer.</p>
<p><u>Right of rectification or erasure.</u></p>	<p>If you feel that any data that we hold about you is inaccurate you have the right to ask us to correct or rectify it. You also have a right to ask us to erase information about you where you can demonstrate that the data we hold is no longer needed by us, or if you withdraw the consent upon which our processing is based, or if you feel that we are unlawfully processing your data. Your right of rectification and erasure extends to anyone we have disclosed your personal information to, and we will/shall</p>

	take all reasonable steps to inform those with whom we have shared your data about your request for erasure.
Right to restriction of processing.	You have a right to request that we refrain from processing your data where you contest its accuracy, or the processing is unlawful and you have opposed its erasure, or where we don't need to hold your data anymore but you need us to in order to establish, exercise or defend any legal claims, or we are in dispute about the legality of our processing your personal data.
Right to object.	You have a right to object to our processing of your personal data where the basis of the processing is our legitimate interests including but not limited to direct marketing and profiling.
Right to Withdraw Consent.	You have the right to withdraw your consent for the processing of your personal data where the processing is based on consent. To withdraw consent please <i>select the unsubscribe option in the most recent electronic marketing communication you have received or alternatively you can write to us at dataprotection@oakhavenhospice.co.uk</i>
Right of Complaint.	You also have a right to lodge a complaint about any aspect of how we are handling your data with <i>the</i> UK's Information Commissioner's Office who can be contacted at www.ico.org.uk .

Monitoring

Some of our premises are equipped with CCTV. Where in use, CCTV cameras are there for the protection of visitors and employees, and to protect against theft, vandalism and damage to goods and property on the premises. Generally, recorded images are routinely destroyed after 30 days and are not shared with third parties unless there is suspicion of a crime, in which case they may be turned over to the police or other appropriate government agency or authority.

This section is not meant to suggest that individuals will be monitored or their actions subject to constant surveillance. It is meant to bring to your attention the fact that such monitoring may occur.

Website

When you use our website, we use tools like Google Analytics to collect information such as your IP address, the browser you use (e.g. Internet Explorer, Firefox etc.), domain names, the time of day you accessed the website and referring Website addresses. This information helps improve our online

services, ensures security and helps protect against fraud. It also assists with diagnosing online problems with our website. We also use cookies to give us more understanding of how people use our website.

Details on how you can manage your cookie settings can be found at: [Cookie policy - Oakhaven](#)

Can we use your information for marketing our products and services?

We may send you email newsletters if you opt-in to receive such correspondence. We may also send you details of new services but only if it is within our legitimate interest to do so. We will always let you know that you can opt out from receiving marketing material and you can let us know at any time if you no longer wish to receive direct marketing offers from us. You can do so by emailing us at fundraising@oakhavenhospice.co.uk.

Who to contact:

Oakhaven Hospice has the responsibility to ensure that your personal data is protected. If you have any complaints or concerns, we advise that you contact us initially before raising this with the ICO.

We recommend that you contact the data protection officer below:

Name of Person: Donna Wilkins, Data Protection Officer
email address: dataprotection@oakhavenhospice.co.uk
Contact number: 01590 613030
Contact address: Oakhaven Hospice, Lower Pennington Lane, Lymington, SO41 8ZZ

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance.

Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/> or call 0303 123 1113.

Changes to this privacy notice

Rules and regulations around data can change – and therefore our privacy notice will change too. So, it's worth visiting this page from time to time to check for updates. At the bottom of this privacy notice we tell you when it was last updated.