

How St Luke's Education and Community Development Team manages your personal information



This leaflet explains why St Luke's collects personal information about you and how we will use it to deliver the best possible service.

www.stlukes-hospice.org.uk



Who we are

We are the Education and Community Development Team, who deliver a wide range of education courses and engage in a multitude of partnership projects. We are part of the charitable hospice St Luke's Hospice Plymouth.

Why and how we collect information

We may ask for or hold personal confidential information about you which will be used to support delivery of education or engage in projects. The legal basis for holding this is consent. The information assists staff in promoting, scoping and planning courses and community projects and contacting course and project participants. These records may include basic details, such as name, address, and contact information.

The information is collected directly, by signing in on the attendance forms, filling out a pledge, via course booking forms, attendance registers and project participant records.

How we use information

We use information to contact education and project participants, audit participant attendance and roles and for some projects postcode mapping will be used. For example the Compassionate Communities Project will map compassionate friends and champions in each community.

Email information is used to promote events and courses, as well as keep you informed of progress made by our pledge makers and keep in contact with project participants. We also use the information to keep up to date with how our Education programmes and projects are making a difference.

How information is retained and kept safe?

Information is retained in secure electronic and paper records and access is restricted to only those who need to know. The Data Protection Act 1998 regulates the processing of personal information. Strict principles govern our use of information and our duty to ensure it is kept safe and secure. St Luke's Hospice Plymouth is registered with the Information Commissioner's Office (ICO).

How do we keep information confidential?

Everyone working or volunteering for St Luke's is subject to the Common Law Duty of confidentiality, the Data Protection Act 1998 and the General Data Protection Regulations. Information provided in confidence will only be used for the purposes to which you consent to, unless there are other circumstances covered by the law. Under the Confidentiality Code of Conduct, all staff are required to protect information, inform you of how your information will be used and allow you to decide if and how your information can be shared. All St Luke's staff are required to undertake annual training in data protection, confidentiality, IT/cyber security, with additional training for specialists, such as healthcare staff, data protection officers and IT staff.

Who will the information be shared with?

The information is only shared with staff involved with the Education Programme or project. If consent is given, personal details may be used in newsletters and bulletins for stories shared with us.

Your right to withdraw consent for us to share your personal information

You have the right to refuse/withdraw consent to information sharing at any time. We will fully explain the possible consequences to you.

Can I access my information?

Under the Data Protection Act 1998 and the General Data Protection Regulations 2016 a person may request access to information (with some exemptions) that is held about them by an organisation. For more information on how to access the information we hold about you please refer to www.stlukes-hospice.org.uk

Contacting us about your information

Each organisation has a person responsible for protecting the confidentiality of your information and enabling appropriate sharing. This person is known as the Caldicott Guardian. You can contact the St Luke's Caldicott Guardian by using the Contact Us section of our website.

If you need any further information please contact the Data Protection Officer at dpo@stlukes-hospice.org.uk or write to us, St Luke's Hospice Plymouth, Stamford Road, Turnchapel, Plymouth, PL9 9XA



If you need this leaflet in any other formats or languages, including braille, please contact us and we will provide as necessary.

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