Staff Privacy Notice

This Privacy Notice explains what information we collect about you, how we store this information, how long we retain it and with whom, and for which legal purpose we may share it.

Who we are

We are a hospice, providing a range of palliative care and end of life services to the communities within Exeter, Mid and East Devon. The hospice is a charity and we are registered with the Care Quality Commission and the Charity Commission.

Hospiscare is a Data Controller for the data we hold about you. We hold your data in order to provide you with employment. Therefore, we are registered with the Information Commissioner's Office (ICO) because we process personal and special categories of information under the Data Protection Act 2018. Our registration number is Z4946024.

Why we collect personal information about you?

When you are employed by Hospiscare, we ask for and hold personal confidential information about you for employment, workforce and related purposes. Your information is also used to effectively manage our relationship with you as a staff member.

What personal information do we need to collect about you and why?

Your personal information is any information that can be connected to you personally. If you can be identified from the information, it is personal information. The types of personal information we use and hold about you may include:

- Basic details, such as your name, address, contact details, date of birth
- Emergency contact details and their relationship to you
- Information regarding your suitability to work for Hospiscare (including references, applications, work visas, ID information such as passport details and driving licence information, records/results of pre-employment checks and Disclosure and Barring Service checks (if applicable))

- Information about your skills and experience
  (including training and development records, records of qualifications, skills, training, employment history and other compliance requirements)
- Information relation to your performance and attendance at work (including performance reviews, objectives, personal development plans, training and development at Hospiscare)
- Information needed to pay you (including bank details, national insurance and information relation to your pension)
- Information to your work travel and expenses (including bank details, driving licence, vehicle registration, MOT and insurance details)
- Information relating to any disabilities (where relevant) and any reasonable adjustments
- Information related to your health and wellbeing (where relevant)
- Information relating to equality and diversity characteristics (e.g. ethnicity, sex, sexual orientation etc)
- Information provided by you or others – this includes correspondence relating to feedback, concerns, complaints and details of any disciplinary or grievance procedures which you have been involved in.
- In some circumstances, recordings of telephone calls made to and from the hospice to refer patients to our service, or to discuss clinical matters about the care that they may receive. These calls may include information about you, such as your name and job title.

What is our legal basis for processing personal information about you? What do we use your personal information for?

We collect and use different types of personal information about you, depending on your circumstances, your role and the law.

In order to process your personal information or share it outside of Hospiscare, we need a lawful basis to do so. If we process or share special category information, such as health information, we need an additional legal basis to do so.

We rely upon the following lawful bases:

Article 6 (1)(a) – consent to use your photograph or videos for internal and external communications, training materials and promotional content (including on our website and our social media platforms).

Article 6(1)(b) - contract to enter in a contract with you and meet our obligations under your employment contract.

Article 6(1)(c) – legal obligation and Article 9 (2)(b) employment to comply with laws and regulations (e.g. to ensure your health and safety at work, that you have a right to work in the UK, identify whether you have any criminal convictions and hold a full UK driving license (if applicable). Hospiscare may also be required to investigate legal claims, to prevent and detect fraud and if a court orders us to do so.

Article 6(1)(d) vital interests and Article 9 (2)(g)to share information about you in a medical emergency and to protect your life or wellbeing.

Article 6(1)(f) - legitimate interests pursued by Hospiscare to run the charity effectively.

Article 6 (1)(f) – legitimate interest and Article 9(2)(g) substantial public interest to monitor diversity and equality information.

Who do we share your information with and why?

We will not routinely disclose any information about you without your express permission unless we are required by law to do so . Any disclosures of personal data are always made on a case-by-case basis, using the minimum personal data necessary for the specific purpose and circumstances and with the appropriate security controls in place.

There may be occasions, where the Hospice is required by law to share information with other organisations. For example:

- During disciplinary/investigation processes; we may be required to make referrals to Professional Bodies, (e.g. NMC or GMC)
- Legislative and/or statutory requirements (e.g. NHSE or CQC require the Hospice to provide information)
- A Court Order which may have been imposed on us
- NHS Counter Fraud requirements
- Sharing information to HMRC for the misuse of public funds in order to prevent and detect fraud
- Request for information from the police and other law enforcement agencies for the prevention and detection of crime

Personal information is only shared with those agencies and bodies who have a "need to know" or where you have consented to the disclosure of your personal data to such persons (where applicable).Where possible, we will always look to anonymise/pseudonymise your personal information so as to protect confidentiality, unless there is a legal basis that permits us to use it, and will only ever use/ share the minimum information necessary.

International transfers

HR use a database system called Employment Hero to store information regarding your HR record. Any personal information stored within Employment Hero may be stored and maintained in a secure database in Australia which a Data Privacy Framework is in place to ensure that this can be transferred securely and adheres to the Data Protection Principles.

For any additional request to transfer your data internationally outside the UK/EU, we will make sure that an adequate level of protection is satisfied before the transfer.

Where do we store your data?

Your personal information is held in both paper and electronic forms for specified periods of time as set out in our Record Retention Schedule.

How long will we hold your data?

We hold your information for as long as necessary and in line with our Record Retention Schedule. If you have any queries regarding retention, please contact our DPO at DPO@hospiscare.co.uk

What are your rights?

The Data Protection Act 2018 and UK GDPR give you certain rights, including the right to:

- **Right of access**

  Request access to the personal data we hold about you, e.g. in personnel records. The way in which you can access your own HR records is further explained on our Individual Rights page.

- **Right to rectification**

  Request the correction of inaccurate or incomplete information recorded in our personnel records, subject to certain safeguards. Contact the HR Team for further information.

- **Right to object to or restrict the use of your information**

Ask us to restrict the use of your information where appropriate, or object to how your information is used.

If the hospice is relying on the consent as the basis for processing your data, you have the right to withdraw your consent at any time. Once you have withdrawn your consent, we will stop processing your data for this purpose.

However, this will only apply in circumstances on which we rely on your consent to use your personal data.

- **Right to erasure**

Request that your information be deleted or removed where there is no need for us to continue processing it and where the retention time has passed.

If you wish to exercise one of your rights, you can contact our **Data Protection Officer** using the details below.

Right to complain

Please let us know if you wish to discuss how we have used your personal data, raise a concern, make a complaint or compliment. You can contact us **[INSERT]**

Following this, if you are still unhappy with how we have used your data, you can then complain to the Information Commissioner's Office (ICO).

If you wish to complain to the ICO follow this link: **https://ico.org.uk/global/contact-us/** or call the helpline on **0303 123 1113.**

Data Protection Officer

The **Data Protection Officer** for the Hospice is provided by Delt Shared Services and can be contacted via email at DPO@hospiscare.co.uk or by post, Data Protection Officer, Hospiscare, Searle House, Dryden Road, Exeter, EX2 5JJ.