



PRIVACY STATEMENT

Who we are:

We are Kate's Home Nursing, a charity providing Hospice at Home nursing care to people living within a 20 mile radius of Stow on the Wold. Our charity registration number is 1059680. Our registered address is Stow Surgery, Well Lane, Stow on the Wold, Gloucestershire, GL54 1EQ.

What information do we store about you:

We will store your name, address, email address and sometimes phone number if you have given permission, if we have a legal obligation, or if we have a legitimate interest to do so.

We will also store information about donations you have made or other support you have offered the charity.

If you are a patient or family we are supporting or have supported, we will store information pertinent to enabling us to provide our service. We will discuss this with you when we first meet you and we will tell you exactly why we need to store this information.

If you work for the charity we will store further information that enables us to meet our obligations to you and legally.

How will your information be used:

We would like to let you know about forthcoming fund raising events or other occasions that you may like to provide support for.

We would like to thank you for individual support or donations

We would like to keep you up to date by sending you our Newsletters.

If you are a patient or family we are supporting, we will use your information to enable us to provide our service. We will discuss this with you when we first meet you and we will ask your permission to store and use your information.

If you work for the charity we will use your information to enable us to work with you and support you to provide the best possible service according to our contracts and legal requirements. We will share your information with other people working within the charity.

When we can use your information:

Where it is necessary for us to fulfil a contract with you, for example if you work for us.

Where you have given your consent.

Where our use of your information is for the purposes of our legitimate interests, for example if it is essential in order to enable us to continue to offer our service or to comply with a legal obligation.

If you are a patient or family we are supporting, we will use the information to enable us to provide our service. We will discuss this with you when we first meet you and we will ask your permission.

For how long will we keep your information?

We will keep your information for as long as is necessary for us to fulfil the purposes outlined above. If we don't hear from you for two years we will erase your data unless we are obliged to keep records for a longer period of time.

If you are a patient or family we are supporting we will keep your information for longer, to fulfil our legal obligations.

Who will we share your information with.

We will share your information with any law enforcement agency, court, regulator, government authority or other third party where we believe this is necessary to comply with a legal or regulatory requirement.

If you are a patient or family we are supporting, we will share information with health, medical and other professionals involved in your care, strictly on a need to know basis and again we will discuss this with you when we first meet you and we will ask your permission.

If you work for us we will share your information with any law enforcement agency, court, regulator, government authority or other third party where we believe this is necessary to comply with a legal or regulatory requirement. We may also share your information with our lone worker protection supplier, occupational health provider, training suppliers and other people working within the charity.

We promise we will never share your data with anyone else without your agreement.**Your rights:**

You can ask us for access to the information we hold about you and we must verify your identity before providing the information within one month, unless requests are numerous or complex. We will provide the information free of charge provided the request is not manifestly unfounded or excessive, particularly if it is repetitive whereupon we may charge a fee or refuse to respond.

You have the right to have your personal data corrected if it is inaccurate or incomplete. We must respond to your request within one month unless the request for rectification is complex.

You can at any time ask us to stop storing your data and delete it and we will comply with this request unless there is a valid, lawful reason why we can not, for example to comply with a legal obligation.

You can ask us to restrict the way in which we use your data, meaning that we can continue to store it, but not use it. There are various situations in which this right to restrict processing may apply and we can provide details upon request.

You have the right to object to us using your data for direct marketing or for processing we undertake based on Legitimate Interests, meaning for the purposes of enabling us to maintain the service we provide, for example fund raising events. We can provide details to you about this process on request

To contact us:

Write to: The Office Manager, Kate's Home Nursing, George Moore Community Centre, Moore Road Bourton on the Water, Gloucestershire. GL54 2AZ.

Email: info@kateshomenursing.org

Phone: 01451 820444 or 07841 025 909