

MARTHA TRUST HEREFORD LIMITED

PRIVACY NOTICE

At Martha Trust Hereford, we are committed to protecting your personal information and privacy. This Privacy Notice describes how we collect and use personal information. We aim to be clear when we collect your data and not to do anything you would not reasonably expect.

We may make changes to this Privacy Notice from time to time so please check back periodically. We will notify you of significant changes by placing a notice on our website.

By using our services or participating in our activities, you agree to your personal information being collected and used in the manner set out in this Privacy Notice and any future updates which may occur from time to time.

This Privacy Notice is not exhaustive please contact Sue McBride, Data Protection Lead for any additional information or clarification.

Email: sue@marthatrusthereford.org.uk
Telephone: 01432 – 279314
Address: Martha Trust Hereford Limited, Old Eign Hill, Hereford. HR1 1UB

This Privacy Notice applies to all information held by Martha trust Hereford Limited relating to individuals, whether you are a resident, family member, job applicant, supporter or contractor.

In this privacy notice:

We, us, our: Martha Trust Hereford Limited,
registered charity number 3164820, registered company number 1053448
Data Protection Officer: Sue McBride
Personal data: Any information relating to an identified or identifiable individual

How do we collect personal data?

We will collect personal data in the course of dealing with an initial enquiry concerning any of the services we provide. Any referral details for children under the age of 13 will require consent from a person holding 'parental responsibility' before we can provide any services from Martha Trust Hereford Limited. We will hold data obtained when purchasing goods/services from various suppliers, and from individuals submitting job applications. We also collect information relating to donations made to the charity.

What is personal data?

Personal information is any information that can be used to identify you. For example, it can include information such as your name, date of birth, photo or video images, email address, postal address, telephone number, as well as information relating to your health or personal circumstances.

Data Protection law recognises that certain categories of personal information are more sensitive. This is known as sensitive personal information and covers health information, racial or ethnic origin, religious beliefs or other beliefs of a similar nature, political opinion and trade union membership

What personal data do we collect?

Personal information we collect about you may include your name, postal address, email address, phone numbers, date of birth, whether you are a taxpayer so that we can claim Gift Aid. We do not collect "sensitive personal data" about our donors or contractors. Our records may be held on paper or in electronic computer systems.

Martha Trust processes several different types of information:

- Identifiable: containing details that identify an individual. This may include but is not limited to such information as name, address, NHS number, full postcode, date of birth.
- Coded: information where individuals can be identified by using a coded reference which does not show their 'real world' identity.
- Anonymised: information about individuals with identifying details redacted.

CCTV and Crime Prevention

CCTV is used for maintaining the security of property and premises and for preventing and investigating crime. For these reasons the information processed may include visual images, personal appearance and behaviours. These may show images of staff, residents, contractors, offenders and suspected offenders, members of the public and those entering or in the immediate vicinity of the area under surveillance. Where necessary or required this information is shared with the data subjects themselves.

Legal Obligations to collect and use information

In the circumstances where we are required to use personal identifiable we will only do this if:

- The information is necessary for direct healthcare
- We have written consent from you to use your information for a specific purpose e.g. referrals, employment or donations.
- There is an overriding public interest in using the information e.g. in order to safeguard an individual or to prevent a serious crime
- There is a legal requirement that will allow us to use or provide information e.g. a formal court order or subpoena.

How do we use personal information?

How we use your information will largely depend on why you are providing it.

We use the personal information collected from or about individuals for a number of purposes, including:

- To provide information, support, services or products requested
- To gain a full understanding of their situation so we can develop and offer the best possible personalised care.
- To provide further information about our work, services or activities.
- To process donations or payments we have received.
- To further our charitable aims, including for fundraising activities
- To claim Gift Aid on donations.
- To look into, and respond to complaints, legal claims or other issues.

- To keep a record of an individual's relationship with us and for internal administrative purposes (such as accounting and records).
- To process an application for employment with us.
- To contact you in the most appropriate and relevant way.
- We may also use your personal information for other purposes which we specifically notify you about and, where appropriate, obtain your consent.

Care and support service

If you are cared for by Martha Trust, the personal and/or sensitive information you provide to us will be used only for the purposes of providing you with health and social care services. The Trust will not disclose your personal information to any third party without your consent, except in the following circumstances:

- To healthcare professionals and organisations involved in the provision of care.
- To professional bodies or otherwise as required by law, regulation or codes of practice.

Our Commitment to Data Privacy and Confidentiality Issues

We are committed to protecting your privacy and will only process personal confidential data in accordance with the Data Protection Act 1998, the General Data Protection Regulation (2018), the Common Law Duty of Confidentiality and the Human Rights Act 1998.

Martha Trust is a Data Controller and under the terms of the Data Protection Act 1998 and the General Data Protection Regulation (2018) we are legally responsible for ensuring that all personal confidential data that we collect and use i.e. hold, obtain, record, use or share about you is done in compliance with this legislation.

All data controllers must notify the Information Commissioners Office (ICO) of all personal information processing activities. Our ICO Data Protection Register number is Z4845447 and our entry can be found in the Data Protection Register on the Information Commissioners Office website www.ico.org.uk.

Everyone working at Martha Trust has a legal duty to keep information about you confidential. All identifiable information that we hold about you will be held securely and confidentially. We use administrative and technical controls to do this. We use strict controls to ensure that only authorised staff have access to information that identifies you.

All staff and senior management receive appropriate on-going training to ensure that are aware of their personal responsibilities and have contractual obligations to uphold confidentiality, enforceable through disciplinary procedures. All staff are trained to ensure they understand how to recognise and report an incident.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to so.

Complaints

Martha Trust aims to meet the highest standards when collecting and using personal information. For this reason we take complaints very seriously. If people think that our collection or use of information is unfair, misleading or inappropriate we encourage people to bring their concerns to our attention.

Complaints regarding the processing of information should be directed to the Data Protection Lead (see below).

Your rights

The data Protection Act gives you certain rights over your data and how we use it. These include:

- The right to have inaccurate personal data rectified
- The right in certain circumstances to have personal data blocked, erased or destroyed
- The right to prevent your data being used for direct marketing
- The right of access to a copy of the information we hold about you, this is known as a subject access request.
- The right to privacy and to expect Martha Trust to keep your information confidential and secure

If you wish to exercise any of these rights please contact the Data Protection Lead in writing using the details below:

Sue McBride
Martha Trust Hereford Limited
Old Eign Hill
Hereford
HR1 1UB

For more information about your rights under the Data Protection Act go to the Information Commissioners Office website www.ico.org.uk