

# The Coates Centre

For those whose lives have been impacted by illness

## Privacy Notice

This privacy notice is intended to let you know how and why we use the data you provide to us. You don't need to do anything - but please read this notice carefully. We may update this notice from time to time so please check it regularly.

### **Who we are**

Oakhaven Hospice Trust is a registered charity number 900215. Companies House No: 02435177 Registered office: Lower Pennington Lane, Lymington, Hampshire, SO41 8ZZ. The Hospice has two wholly owned subsidiaries, Oakhaven Trust Trading Limited (Reg. No 02366879) and Oakhaven Lottery Company (Reg. No. 03339521, which are incorporated in the UK for the purposes of generating income for the Hospice's charitable purposes.

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).

### **What data do we collect about you?**

Personal data we collect may include one or more of the following:

- 1.your name
- 2.contact address
- 3.telephone number(s)
- 4.e-mail address
- 5.records of your correspondence with us
- 6.card payment details to process a course payment

When you use our website, we use tools like Google Analytics to collect information such as your IP address, the browser you use, (eg 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.

## **How do we use the data we collect about you?**

We use your personal data for a number of purposes including the following:

- to deliver services, literature and/or other materials and information you have requested from us
- unless you tell us otherwise, we will send you information that we think you may be interested in, including updates on our work, news, events and research . We may send this information by e-mail, where you have provided consent.
- for our own internal administrative purposes
- to manage your communication preferences ie. how you have chosen to be contacted
- carry out research and surveys about our services
- to comply with applicable laws and regulations.

By law we're allowed to process your data for one or more of these reasons:

- you have provided consent
- it is necessary for us to be legally compliant
- there is a legitimate interest to do so e.g. to fulfil our aims as a charity to share our knowledge and expertise (unless you have specifically asked us not to do so).
- it is necessary to process your course bookings or enquiries.

Rest assured, we never share, sell, swap or rent your data to third parties for marketing purposes.

We only provide authorised external trainers or service providers with the data they need to deliver relevant ~~training~~ services and ensure they have the same or equivalent securities and confidentiality processes in place, as we utilise within Oakhaven Hospice Trust.

We will always keep your data secure and confidential. However, disclosure may be required by law, for example to government bodies and law enforcement agencies.

## **How we protect and keep your data?**

We do not keep your data for longer than is necessary for the purposes for which it was provided. This is in accordance with our Data Retention policy and adheres to the requirements of the GDPR.

If you tell us not to contact you we will update our records accordingly. However, some of our services may not be accessible to you if you choose not to be contacted.

We have security procedures, rules and technical measures in place to protect your data. Your data will be kept in a secure environment with access restricted on a need to know basis.

Personal data will not be transferred to a country or territory outside the European Economic Area unless there is a specific operational reason to do so, in which circumstance we are obliged to ensure that the Country or Territory concerned ensures an equal level of cyber security/protection and confidentiality procedures (General Data Protection Regulation) for your rights and freedoms, in relation to the processing and storage of personal data.

We may for financial or technical reasons use the services of an Internet Services Provider and/or e-mail marketing automation processor located outside of the European Economic Area. However, we will make sure that your personal data will be held by those providers in accordance to European data protection regulations. We will take all reasonable steps to ensure that your data is treated securely and in accordance with this privacy notice.

When using websites owned by other organisations to communicate with us, such as Twitter or Facebook, then please consult their privacy policies/notices.

### **How do you update your personal data?**

We want to make sure that your personal data is accurate and up to date. Please let us know if your details change. We may use publicly available sources to keep your records up to date for example, checking your postcode is correct using the Royal Mail postcode lookup facility.

To let us know of any changes please contact:

The Coates Centre  
Oakhaven Hospice Trust  
Lower Pennington Lane  
Lymington  
Hampshire  
SO41 8ZZ

Tel: 01590 677198

Email: [enquiries@thecoatescentre.co.uk](mailto:enquiries@thecoatescentre.co.uk)

### **What rights do I have over my personal data?**

Under the General Data Protection Regulation, you have the right to:

- access your personal data
- rectify, erase or restrict your data
- object to the processing of your data
- data portability - request transfer of data
- to lodge a complaint with Oakhaven Hospice Trust or the overarching regulator, the Information Commissioners Office (details on request)

For more information, please contact the Oakhaven Hospice Trust Data Protection Officer using the following contact details:

Data Protection Officer  
Oakhaven Hospice Trust  
Lower Pennington Lane  
Lymington  
Hampshire  
SO41 8ZZ

E-mail: [dataprotection@oakhavenhospice.co.uk](mailto:dataprotection@oakhavenhospice.co.uk)

Tel: 01590 613030

**Changes to this privacy notice**

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