

Northern Ireland Hospice Privacy Notice

Introduction

Northern Ireland Hospice (“NIH”, “we”, “us”, “our”), registered charity NIC102337 and company number NI 14817, is the Data Controller for the personal data described in this Privacy Notice. We are committed to protecting the privacy of everyone who interacts with us, including:

- people using our care services (patients, carers and families)
- employees, volunteers and applicants
- education participants
- donors and supporters
- retail and café customers
- members and trustees
- suppliers and service providers.

This Privacy Notice explains:

- what personal data we collect and process
- how and why we do so
- how long we keep it
- the lawful bases we rely on
- who we share it with
- your rights under data protection legislation.

We only use personal data in line with all applicable laws, including:

- the UK General Data Protection Regulation (UK GDPR)
- the Data Protection Act 2018
- other relevant legislation and guidance applicable in Northern Ireland.

1.0 Retail and Café Operations

We process personal data to complete sales transactions, claim Gift Aid, collect donations, and respond to complaints.

Lawful Bases

- **Contract** – processing retail or café transactions
- **Legal obligation** – Gift Aid
- **Legitimate interests** – operational management

2.0 General Information

2.1 Updating Your Personal Data

Please notify us of any changes to your details. We may also use publicly available sources to ensure accuracy (e.g. Royal Mail postcode lookup).

Contact:

Northern Ireland Hospice
74 Somerton Road
Belfast BT15 3LH
Tel: 028 9078 1836

2.2 Your Rights

Under UK GDPR, you have the right to:

- be informed (this Notice)
- access your data

- request rectification
- request erasure (where no overriding obligation exists)
- restrict processing
- object to processing based on legitimate interests or direct marketing
- withdraw consent at any time (where relied upon)
- data portability (in specific cases)
- not be subject to automated decision-making with legal or significant effects (NIH does not carry this out)

You may complain to the Information Commissioner's Office (ICO).

2.3 How We Protect Your Data

We have organisational and technical measures to keep your data secure, including access controls, encryption and regular audits.

2.4 International Transfers

Personal data may only be transferred outside the UK when permitted under UK GDPR, using:

- UK adequacy regulations,
- the International Data Transfer Agreement (IDTA)
- appropriate safeguards approved by the ICO.

We do not routinely transfer data outside the UK.

2.5 Sharing Your Data

We only share your data where:

- you ask us to
- required by law or regulation
- necessary to protect life or prevent serious harm
- required to detect or prevent fraud
- required to comply with court orders or law-enforcement requests.

2.6 Third-Party Processing

Where third-party processors are used, they are subject to strict contractual obligations and security checks.

2.7 Sharing Your Story

You may choose to tell us about your experiences with life threatening, life-limiting illness as a service user, carer, volunteer, staff member, donor or an Ambassador to help further our work. If we have the explicit and informed consent of the individuals, or their parent or guardian if they are under 18, this information may be made public by us at events, in materials promoting our campaigning and fundraising work, or in documents such as our annual report. Consent can be withdrawn at any time.

2.8 Retention

We retain personal data only for as long as necessary for the purposes for which it was collected.

Retention periods are set out in our Records and Document Management Policy, which follows the Department of Health (NI) Good Management, Good Records framework."

2.9 Cookies

Our website uses cookies. Non-essential cookies (e.g., analytics) require your consent.

Full details are in our Cookie Policy.

2.10 Changes to This Notice

We may update this Notice from time to time. The latest version will be available on our website. Significant changes may be communicated directly.

2.11 Contact

Data Protection Officer
Northern Ireland Hospice
Horizon House
18 O'Neill Road
Newtownabbey
BT36 6WB
Tel: 028 9078 1836
Email: governanceteam@nihospice.org

Updated: March 2026