

## 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 Education Department

We process personal data to administer courses, deliver training (including online learning), manage communications, and process payments.

#### Lawful Bases

- **Legitimate interests** – delivering education services and running our operations
- **Contract** – providing education services in return for a fee
- **Consent** – for electronic marketing of education courses
- **Legal obligation** – financial records retention

#### 1.1 Data We Collect

- Contact details
- Email correspondence
- Payment card details (processed securely; not stored by NIH)
- Website analytics information (IP address, browser type, etc.)
- Cookies (with consent - see Section 8)

#### 1.2 Use of Data

- Delivering training and materials
- Managing course administration
- Communicating updates (where consented)
- Internal administration and quality improvement
- Handling feedback or complaints

### **1.3 Sharing**

Data may be shared with external trainers solely to deliver relevant training. No data is sold or shared for marketing.

## **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](mailto:governanceteam@nihospice.org)

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