

Privacy Notice



Here at Treetops Hospice we take the protection of your data and your privacy seriously and this part of our website provides information on what personal data we collect; how and why we collect it; how we store it and for how long we keep it. This Notice will also explain how we look after your data and protect your rights in accordance with the relevant data protection legislation.

Further information and guidance on the Hospice's approach to personal information can be found at the Treetops Hospice webpage at <https://www.treetopshospice.org.uk/about-us/privacy-notice/>

RealTalk Facilitators What personal information do we hold about you?

We collect personal data from you when you complete the 'Apply' form on the RealTalk website to access resources available in the secure section of the website. This helps us to verify who you are and manage your access to our resources.

Why do we collect your information?

The RealTalk website provides clinicians and trainers with access to resources, including real-life video recordings of hospice care, and learning points based on cutting-edge communication science. Under the General Data Protection Regulations, the lawful basis we rely on for providing this resource is the 'performance of a task in the public interest'. Before we can provide access to these resources, we need to verify that the applicant is a clinician or trainer working in the UK. The data we collect from each applicant in the 'Apply' section is limited to the information we need to check each applicant meets Health Research Authority ethics requirements, and to maintain their account on the website. The final decision to allow access to the secure login section is made by the RealTalk team and our lawful basis for processing this information is 'it is necessary for the performance of a contract'.

Who has access to your data at the Hospice?

The data you supplied on the application form is stored in an encrypted database stored at the Hospice and is only accessed by members of the RealTalk team.

Who do we share your data with outside the Hospice?

We do not share your data outside of the RealTalk team or Hospice.

How long do we keep your information?

If your application is accepted your data is stored securely for as long as you are an active RealTalk user. The RealTalk team will check after 10 months to see if you still require access. You will also be sent a prompt at 11 months. If you do not respond within the next 1 month your access to the secure part of the site will be removed, and your personal data will be permanently deleted. We will check your access requirements once every year. Unless you inform us that you no longer require access to the secure login section of RealTalk, in which case we will permanently delete your personal data from our database within 30 days.

Declined access requests: normally your data will be kept for no longer than 72 hours. However, if we require more information from you in order to decide if we can provide secure login access, we will keep your information for 2 months to allow time for you to provide more evidence your credentials match our criteria. We will send you a prompt after 1 month, and data will be permanently deleted after 2 months if we do not hear from you or you are unable to provide the evidence we need.

General

Treetops Hospice does not sell your data to third parties or other organisations.

From time to time, the RealTalk team will use your personal data to conduct analysis that will provide useful information for the project. All analysed data is anonymised. We will not publish any personal information about you based on the analysis we have conducted.

Who can I contact?

If you have a general question about how RealTalk related data is used, please do contact us. You can contact the RealTalk team by the team email realtalk@treetopshospice.org.uk. Please also contact this email if you have a concern or complaint about how your data is being handled.

If you have any questions more generally regarding Data Protection at the Hospice, then please do contact the Data Protection Officer on DPO@treetopshospice.org.uk or write to The Data Protection Officer at Treetops Hospice, Derby Road, Risley, DE72 3SS

Complaints about Data Protection

If you have taken steps to have a concern or complaint about Treetops Hospice's handling of data resolved but are still not satisfied you have a right to lodge a complaint with the Information Commissioner's Office (ICO), who are the relevant regulator for data privacy and protection matters. The ICO can be contacted at Wycliffe House, Water Lane, Wilmslow, SK9 5AF and you will find more information at <https://ico.org.uk>

Updates to this policy

This section was last updated in June 2022. It will be reviewed as necessary. If there are significant changes in the processing of your personal data which will impact you, we will act to inform you directly.