



LOF Privacy Policy for volunteers, employees, trustees, members, friends and subscribers to marketing

The League of Friends of Lymington New Forest Hospital ("**LOF**") is committed to protecting your privacy, and at the same time we endeavour to use any data we collect from you to provide the best possible service. This privacy policy sets out the basis on which any personal data we collect from you, or that you provide to us online, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

This privacy policy takes reasonable care to comply with requirements of the Data Protection Act 1998 and when in force, the General Data Protection Regulation (Regulation (EU) 2016/679) with regard to the processing of your personal information.

For the purpose of the GDPR (the "**Act**"), the data controller is The League of Friends of Lymington New Forest Hospital, Wellworthy Road, Lymington, Hampshire SO41 8QD. Our nominated representative for the purpose of the Act is the Chair of Trustees.

DATA COLLECTION

We will collect and process the following data about you:

- **Information you give us.** You provide various information to us when you complete our volunteer application form, and/or our marketing consent form, and/or our membership application form and/or our friends application form. This information includes but is not limited to:

Name, address, DOB, email, telephone number, where appropriate health details which may affect your ability to undertake certain volunteer roles, and disclosure of criminal records.

In respect of employees we also take the following information; bank details, national insurance details, pension, next of kin, emergency contacts and references.

- **Information we collect about you.** We may also collect the following information about you including but not limited to: information collected during your volunteering role with us, personal preferences and likes and dislikes, information relating to any grievance procedures, images recorded on our CCTV system;
- Gift aid donations;

We do not need your consent to process personal data where we have a legitimate business interest in doing so and/or where we are processing your personal data in order to fulfil a contractual obligation with you.

In the event that any of this personal information is sensitive personal data or is a special category of data, then we will ask for your consent to processing at the time at which it is collected.

You submit information using these methods voluntarily and agree to the use of the personal data you provide as described in this policy. If you give us personal information about somebody else, such as someone in your care, we will assume you have their permission to do so, and their data will also be subject to this policy.

DATA USAGE

We use information held about you in the following ways:

Information you give us and **Information we collect about you.** We will use this information within the legitimate interests of LOF. These include but are not limited to: the usual operation of the organisation, the performance of our duties to third parties, our compliance with legal and other regulatory obligations, our care in our relationship to you as volunteer, or member or subscriber;-

In respect of volunteers, trustees and employees - for recruitment, personnel, equal opportunities monitoring records and communication. Special category data regarding health will be used for recruitment, personnel and health and safety and regarding criminal records will be used for recruitment and personnel;

In respect of members friends and subscribers to marketing - for administration, communications, and gift aid returns to HMRC;

CCTV operation

CCTV cameras are installed on the premises of League of Friends (Lymington) Limited ('LOFLL') and are controlled by LOF. Images of individuals are classed as Personal Information and fall under this Data Protection Policy.

The following notice is displayed at appropriate positions:

Images are being monitored and recorded for the purposes of crime prevention and public safety.

This scheme is controlled by The League of Friends of the Lymington New Forest Hospital (Charity registration number 1070233) and is operated by its trading subsidiary LOF (Lymington) Limited.

For more information, Telephone 01590 663036)

DISCLOSURE OF YOUR INFORMATION

You agree that we have the right to share your personal information :-

- with any member of our LOF group, which means the LOF and LOFLL;
- in respect of employees, - with our payroll and pension providers.

We will disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we will disclose your personal data to the prospective seller or buyer of such business or assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or to protect the rights, property, or safety of the LOF, or

others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Where we store your personal data

Your personal data is stored on our secure servers or those of our hosting provider, or in paper form at our office and/or the homes of our Trustees and officers.

This data is not transferred to, and stored at, a destination outside the European Economic Area ("EEA") in the day to day operation of LOF except that some of our electronic files are hosted on cloud storage systems including but not limited to One Drive, Microsoft and iCloud. Each of these companies are signed up to the EU/US Privacy Shield which ensures that an adequate level of protection is afforded to the transfer of your personal data to these companies.

DATA RETENTION

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

Once we are no longer legally required to retain your personal data we will retain and securely destroy your personal information.

YOUR RIGHTS OF ACCESS, CORRECTION, ERASURE, AND RESTRICTION

Your duty to inform us of changes

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your working relationship with us.

Your rights in connection with personal information

Under certain circumstances, by law you have the right to:

- Request access to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request the erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no lawful reason for us continuing to process it. You also have the right to ask us to stop processing personal information where we are relying on a legitimate interest and there is something about your particular situation which makes you want to object to processing on this ground.
- You have the right to ask us not to process your personal data for marketing purposes. We will inform you (before collecting your data) if we intend to use your data for such. You can

exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data.

- Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.

No fee usually required.

After 25 May 2018 you will not have to pay a fee of £10 to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances. In all other circumstances we reserve the right to charge a reasonable admin fee in order to comply with your access request.

YOUR RIGHT TO WITHDRAW CONSENT

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact Ian Hynd. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

CHANGES TO OUR PRIVACY POLICY

Any changes we make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

CONTACT

Questions, comments, complaints and requests regarding this privacy policy are welcomed and should be addressed to the Chair of Trustees.