

# Privacy Policy

## Compassionate Sheffield

*UPDATED JUNE 2024*

### **The type of personal information we collect**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics i.e. names, telephone number and email address

### **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You submit an enquiry to work with us
- You undertake a project with us
- You opt in to subscribe to our mailing list
- You provided contact details when 'signing in' to an event

### **We use the information that you have given us in order to:**

- Deliver our projects together
- Send you relevant email updates/newsletters via our mailing list that includes information about upcoming events, opportunities to be involved in the Compassionate Sheffield movement and programme updates
- We do not share your personal information with external third parties

Under the General Data Protection Regulation (GDPR 2018), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting [compassionatesheffield@gmail.com](mailto:compassionatesheffield@gmail.com)

(b) We have a contractual obligation.

## **How we store your personal information**

Your information is securely stored in a password protected database, which only the Compassionate Sheffield team has access to.

We keep contact details for five years. We will then dispose your information by permanently removing all archived projects and associated personal information from our CRM system.

Compassionate Sheffield is hosted by St Luke's Hospice and therefore some of the files are stored on the server hosted at St Luke's Hospice. These files have restricted access and only members of the Compassionate Sheffield team are able to access them. We would never share your personal information with St Luke's Hospice without your prior consent.

Whilst we do not expect this to occur, St Luke's Hospice could potentially access your personal information because some of our files are stored on the IT Server at St Luke's Hospice. For more information about the Privacy Promise and Privacy Policy at St Luke's Hospice please [click here](#).

## **Your data protection rights**

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances. You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Please

contact us at [compassionatesheffield@gmail.com](mailto:compassionatesheffield@gmail.com) if you wish to make a request.

### **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [compassionatesheffield@gmail.com](mailto:compassionatesheffield@gmail.com)  
Compassionate Sheffield, St Luke's Hospice, Little Common Lane, Sheffield, S11 9NE.

You can also complain to the ICO if you are unhappy with how we have used your data. The ICO's address: Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF Helpline number: 0303 123 1113  
ICO website: <https://www.ico.org.uk>