



Privacy Notice

Wigan Borough Palliative & End of Life Care Learning Hub service users

Wigan & Leigh Hospice promises to respect and keep safe any personal information you share with us. We will be clear about how we use your personal data and will not do anything you wouldn't reasonably expect from us.

For the purposes of the UK General Data Protection Regulation and Data Protection Act 2018, the data controller is Wigan & Leigh Hospice, Kildare Street, Hindley, Wigan, WN2 3HZ. Registered charity 513400

When you register to use hospice the Learning Hub services, we will collect the following personal data from you:

- Name
- Contact details – address, email address and telephone number

How we collect this information

This information will initially be collected when you engage with hospice learning hub services via the registration process for the training or conference you plan to attend.

How we will use this information?

We will use your information to:

- Keep in contact with you about the course you have signed up to
- Provide details of further training you may be interested in

This information will be securely stored and will only be used for this purpose

How we keep your information safe

We have put in place robust measures to protect the security of your information. All personal information is stored on secure IT systems and access is limited those employees who have a business need to know. Appropriate security measures are in place to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

Why we need this information.

We need this information in order to provide you with access to the training you have signed up to complete

The legal basis we have for processing your personal data are:

- **Legitimate interest** – to keep in touch with you in a way you would expect us to do so.

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 erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground.
- **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.
- **Request the transfer** of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the Information Governance Lead info@wlh.org.uk or send a description of the information you want to see and proof of your identity by post to Wigan & Leigh Hospice, Kildare Street, Hindley, Wigan WN2 3HZ.

No fee usually required

You will not have to pay a fee 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.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Keeping our records up to date

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.

If you have any questions please send these to the Information Governance Lead info@wlh.org.uk and for further information see the Information Commissioner's guidance www.ico.org.uk.

We may change this Privacy Notice from time to time. If we make any significant changes in the way we treat your personal information we will make this clear on our website or by contacting you directly.

**If you have any questions, comments or suggestions, please let us know by contacting us Wigan & Leigh Hospice, Kildare Street, Hindley, Wigan WN2 3HZ
info@wlh.org.uk**