



PRIVACY STATEMENT

We are about to discuss how we manage your personal information as well as your rights.

Who are we?

We are Severn Hospice, and we are here to support you when a loved one has an incurable illness or is no longer with us. We are here to listen, talk and help you.

What is personal data?

It's any information that would identify you, such as your name, address, date of birth or picture. When supporting you there may be some extra things we may need to know so we understand your needs and feelings and can help you in the best way. Sometimes this is about why you are using our service and about the work we are doing with you.

Why do we need your personal data?

We care about your well-being and want to make sure you receive the best possible support and to help us do this we need to collect some data about you. This information can help us to understand who you are, your circumstances and how we can meet your needs.

How do we get your personal data?

When you are under 13 a parent or carer will share information about you. Now you are 13 or over you can let us know information about yourself.

We will let your parents or carers know about what information we need, and sometimes may need their permission.

How do we look after your personal data?

We are really careful with your data and store it safely.

Do we ever share your personal data with others?

There are times we might need to ask for help doing our work and someone else may need to see your information, especially if we are concerned about you. We will always talk about what we are doing, who we may share your information with and explain why.

How long do we keep your data?

We only keep your personal data for as long as we need or for as long as the law says we need to. When we don't need it, your information will be deleted from our records.

Your rights

You have the same rights as adults which means you can ask us what we know about you and you can tell us to correct any information that is wrong.



Want to find out more?

You can find the full privacy policy on our website, or you can ask to have a chat with our Data Protection Officer.