



Privacy Notice for staff, volunteers and applicants

Effective Date: 1/1/2025

Introduction

Cornwall Hospice Care is committed to protecting your personal information and your right to privacy. We collect and process personal data relating to our staff, volunteers and applicants to manage the employment relationship.

Who we are

Cornwall Hospice Care is a registered charity dedicated to providing high-quality hospice care. Our contact details are:

- **Address:**
Mount Edgcombe Hospice,
Porthpean Road,
St Austell,
Cornwall,
PL26 6AB
- **Email:** communications@cornwallhospice.co.uk
- **Phone:** 01726 65711

What information do we collect?

We collect and process a range of information about you. This includes:

- your name, address and contact details, including email address and telephone number, date of birth and gender;
- the terms and conditions of your employment;
- details of your qualifications, skills, experience and employment history, including start and end dates, with previous employers and with the organisation;

- information about your remuneration, including entitlement to benefits such as pensions or insurance cover;
- details of your bank account and national insurance number;
- information about your marital status, next of kin, dependants and emergency contacts;
- information about your nationality and entitlement to work in the UK;
- information about your criminal record;
- details of your schedule (days of work and working hours) and attendance at work;
- details of periods of leave taken by you, including holiday, sickness absence, family leave and sabbaticals, and the reasons for the leave;
- details of any disciplinary or grievance procedures in which you have been involved, including any warnings issued to you and related correspondence;
- assessments of your performance, including appraisals, performance reviews and ratings, training you have participated in, performance improvement plans and related correspondence;
- information about medical or health conditions, including whether you have a disability for which the organisation needs to make reasonable adjustments;
- details of trade union membership; and
- equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health and religion or belief.

We collect this information in a variety of ways. For example, data is collected through application forms, CVs or resumes; obtained from your passport or other identity documents such as your driving licence; from forms completed by you at the start of or during employment; from correspondence with you; or through interviews, meetings or other assessments.

We will only seek information from third parties with your consent only.

Data is stored in a range of different places, including in your personnel file, in the HR management systems and in other IT systems (including our email system).

Why do we process your personal data?

We need to process data to enter into an employment contract with you and to meet our obligations under your employment contract or to provide suitable support for our volunteers. For example, we need to process your data to provide you with an employment contract, to pay you in accordance with your employment contract and to administer any benefits you are entitled to.

In some cases, we may need to process data to ensure we are complying with our legal obligations. For example, we are required to check your entitlement to work in the UK, to deduct tax, to comply with health and safety laws, to enable you to take periods of leave to which you are entitled, and to consult with staff representatives if redundancies are

proposed or a business transfer is to take place. For all positions, it is necessary to carry out criminal records checks to ensure that you are permitted to undertake the role in question. It may also be necessary to process criminal records data in the context of disciplinary or grievance proceedings, for example to investigate and take appropriate action if you are suspected of committing an offence (whether at or outside work).

In other cases, we have a legitimate interest in processing personal data before, during and after the end of the employment or volunteering relationship. Processing your data allows us to:

- run recruitment and promotion processes;
- maintain accurate and up-to-date employment records and contact details (including details of who to contact in the event of an emergency), and records of your contractual and statutory rights;
- operate and keep a record of disciplinary and grievance processes, to ensure acceptable conduct within the workplace;
- ensure you are complying with relevant policies and procedures;
- operate and keep a record of your performance and related processes, to plan for career development, and for succession planning and workforce management purposes;
- operate and keep a record of absence and absence management procedures, to allow effective workforce management and ensure that you are receiving the pay or other benefits to which they are entitled;
- obtain occupational health advice, to ensure we comply with duties in relation to individuals with disabilities, meet our obligations under health and safety law, and ensure that you are receiving the pay or other benefits to which you are entitled;
- operate and keep a record of other types of leave (including maternity, paternity, adoption, parental leave, shared parental leave, and parental bereavement leave), to allow effective workforce management, to ensure that we comply with our duties in relation to leave entitlement, and to ensure that you are receiving the pay or other benefits to which you are entitled;
- ensure effective general HR and business administration;
- conduct staff and volunteer engagement surveys;
- provide references on request for current or former staff or volunteers
- respond to and defend against legal claims and enforce our legal rights; and
- maintain and promote equality in the workplace.

Some special categories of personal data, such as information about health or medical conditions, or racial or ethnic origin, is processed to carry out employment law obligations (such as those in relation to employees with disabilities, for health and safety purposes and to ensure that employees have the right to work in the UK). Information about trade union membership is processed to allow the organisation to operate check-off for union subscriptions.

Where we process other special categories of personal data, such as information about ethnic origin, sexual orientation, health or religion or belief, this is done for the purposes

of equal opportunities monitoring as permitted by the Data Protection Act 2018. You can ask us to stop processing this data at any time.

As noted above, we may process criminal records data to assess your suitability for employment both when you are recruited (through appropriate criminal records checks) and in the course of your employment.

Who has access to your data?

Your information will be shared internally, including with members of the HR and Payroll teams, your line manager, managers in the business area in which you work and IT staff if access to the data is necessary for performance of their roles.

We will share your data with third parties to obtain pre-employment references from other employers, obtain employment background checks from third-party providers, obtain necessary criminal records checks from the Disclosure and Barring Service, or report suspected offences to the appropriate authorities. We may also share your data with third parties for the purposes of enforcing our legal rights. We may share your data with third parties in the context of a sale of some or all of our business. In those circumstances the data will be subject to confidentiality arrangements.

We also share your data with third parties that process data on our behalf in connection the provision of benefits and the provision of occupational health services. [

We will always store your personal data within the European Economic Area (EEA). If we need to transfer your data outside the EEA, we will ensure that appropriate safeguards are in place to protect your data, such as Standard Contractual Clauses, in accordance with applicable data protection laws.

How do we protect your data?

We take the security of your data seriously. We have internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by members of our team in the performance of their duties.

Where we engage third parties to process personal data on our behalf, we do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

For how long do we keep your data?

We will hold your personal data for the duration of your employment. The periods for which your data is held after the end of employment are set out in our retention schedule.

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require us to change incorrect or incomplete data;
- require us to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where we are relying on our legitimate interests as the legal ground for processing; and
- ask us to stop processing data for a period if data is inaccurate or there is a dispute about whether your interests override our legitimate grounds for processing data.

How to Exercise Your Rights

To exercise any of these rights, please contact us using the details provided above. We will respond to your request within one month.

Similarly, should you have a complaint regarding our collection and use of your data please contact us as above in the first instance but you can contact the Information Commissioners at: [What to expect from the ICO when making a data protection complaint](#)
[ICO](#)

What if you do not provide personal data?

You have some obligations under your employment contract to provide us with data. In particular, you are required to report absences from work and may be required to provide information about disciplinary or other matters under the implied duty of good faith. You may also have to provide us with data to exercise your statutory rights, such as in relation to statutory leave entitlements. Failing to provide the data may mean that you are unable to exercise your statutory rights.

Certain information, such as contact details, your right to work in the UK and payment details, have to be provided to enable us to enter a contract of employment with you. If you do not provide other information, this will hinder our ability to administer the rights and obligations arising as a result of the employment relationship efficiently.

Changes to This Privacy Notice

We may update this Privacy Notice from time to time. Any changes will be posted on our website, and we encourage you to review it periodically.

Contact Us

If you have any questions or concerns about this Privacy Notice or our data practices, please contact us at:

- **Email:** communications@cornwallhospice.co.uk
- **Phone:** 01726 65711