

Privacy Notice

Introduction

At Nurse Lifeline, we respect and value your privacy and will only collect, hold, use, or share your personal data in ways that are described here, and in a way that is consistent with our obligations as a data controller and with your legal rights. This Privacy Notice explains who we are, and information about any personal data we collect when you contact our services or volunteer with us.

Information about us

Nurse Lifeline is a registered Charitable Incorporated Organisation with the UK Charity Commission, charity registration no. 1190239.

In line with our charitable objectives, Nurse Lifeline offers peer-led support through telephone and email services for nurses, midwives, healthcare support workers and the friends and family of such personnel, whilst also raising awareness of mental and emotional wellbeing. Our Charity is made up of Trustees, volunteers and employees.

What personal data do we collect and how do we use it?

General Enquiries

We may collect your personal contact details when you contact us by telephone, email or letter to offer support, get involved in fundraising, provide a service to us, or make a general enquiry about our Charity. In these circumstances we will only collect person identifiable information that you provide, such as your name, contact email, telephone number or address to enable us to answer your enquiry and to provide the information you have asked for. If you are enquiring on behalf of an organisation, we may ask for the name of the organisation and your job title in order to respond to your enquiry.

Volunteering

Where we advertise for volunteer roles and you apply for a volunteer role, we will ask you to provide personal data so that we can assess your application, respond to your application, and where successful, hold a record of your personal information in line with our responsibilities as a Charity and in line with the role you will be volunteering for. The personal data we will ask for will include:

- Full name, date of birth and contact details (address, telephone number, email address)

Depending on the type of volunteering role you are applying for, we may also ask for:

- NMC registration number
- Qualifications
- References
- Name of current employer and job role
- Disclosure Barring Service (DBS) certificate
- Information in relation to equality monitoring

If relevant to the volunteering role, where we have asked for referees, we will contact them to ask them to provide a reference in relation to your suitability for the volunteering role applied for. References are requested in confidence and held securely.

Peer Led Listening Service

Our Peer-led listening service enables service users to telephone us and speak to one of our volunteer call handlers. Our aim is to offer a confidential listening service, therefore, we do not ask you for person identifiable information when you telephone us. Exceptions to this are situations that fall under our Safeguarding Policy which are explained below.

To enable us to provide our telephone listening service, we contract with the company, 'Call Handling' who provide a Virtual Call Centre (VCC) which provides the technology and the systems for our volunteer call handlers to receive calls. Where a caller has not withheld their telephone number, the VCC system will automatically capture the number and hold it securely in the system. All data is encrypted at rest and only accessible by authenticated and authorised users and would only be accessed if a safeguarding concern required us to seek emergency help for a caller, or someone in their care, in accordance with our Safeguarding Policy.

When you call our listening service, we may ask you if you would like to tell us your first name when you call. This is purely to make you feel more comfortable when you talk to us, but if you prefer not to give us a name, this will not affect the service we provide to you. Even where you do give us a first name, this is not recorded anywhere.

Where we are concerned that your safety is in immediate danger, or you advise us that someone in your care is in danger, in line with our Safeguarding Policy, we will talk to you to encourage you to collaborate with us in getting the help and assistance you may need. Where this is the case, we may encourage you to provide a name, contact number and address so we can help support you.

Where we feel you need assistance from services such as ambulance or police, we will ask your permission to share your contact details with a specific organisation so they can contact you. We will not retain any personal information you give to us once we have shared it.

Peer Led Email Support Service

Where we provide a specific email address or form, for service users to contact us for peer-led support, your email address, and the contents of your email, will be stored securely within the VCC system. The contents of your email will only be accessed by an authorised trained volunteer and also by our trained quality assurance roles to allow them to respond to you. All employees and volunteers of the Charity are bound by confidentiality contracts and must comply with the Charity's information governance and data protection policies. All information held within the VCC system is encrypted when at rest. Emails sent by you, and responses sent to you from us are not encrypted in transit.

Fundraising and Donations

Should you wish to fundraise or directly donate funds to our organisation through our website, you may do so via our Donorbox donation form. Information on Donorbox can be found here <https://donorbox.org/privacy>.

Donorbox does not keep a log of any card data, other than the last 4 digits of the card and the expiration date. Our Donorbox account links directly to Stripe who process payments into our organisation's bank account. Information on Stripe can be found here [Privacy Policy](#)

stripe.com

We also use other platforms to receive donations, such as Just Giving and Much Loved. When using platforms to provide donations, information on how they use your personal data is provided in their privacy notices.

Where you subscribe to Nurse Lifeline to receive updates on the Charity, any emails will include an unsubscribe option. Nurse Lifeline never pass your emails to any other companies but use it solely for the purpose of updating you on our organisation's progress and any events or campaigns.

Third party systems used by the Charity may process data outside of the UK and EU. Where this is the case, the third-party systems provide assurances of their security and processing of personal data through the terms and conditions provided as part of their service and their privacy policies.

Gift Aid

When you make a donation to the Charity you will be given the opportunity to agree for the Charity to claim Gift Aid on your donation. Where you agree for Gift Aid to be claimed, we will ask you to provide your first name, surname, email address, and full postal address and ask you to confirm by selecting the declaration, that you agree to the Gift Aid claim. The details you supply are kept securely and used to submit to HMRC in order for the Charity to claim Gift Aid on your donations. Charities are required to retain records of Gift Aid declarations for 6 years from the end of the accounting period in which they were made.

Website Cookies

Cookies are simple text files that are stored on your computer or mobile device by a website's server. Each Cookie is unique to your web browser. We use Cookies and similar technologies to enable services and functionality on our website and to understand your interaction with our website service.

Before Cookies are placed on your computer or device you will be shown a pop-up information notice requesting consent to set those Cookies. By giving your consent to the placing of Cookies you are enabling us to provide the best possible experience and service to you when accessing our website. You may, if you wish, deny consent to the placing of Cookies; however certain features or our website may not function fully or as intended.

The types of cookies that we use are shown below:

- **Essential Cookies** – These cookies enable core functionality such as security, verification of identify and network management. These cookies can't be disabled.
- **Enable Marketing Cookies** – These cookies are used to track advertising effectiveness to provide a more relevant service and deliver better ads to suit your interests.
- **Enable Functional Cookies** – These cookies collect data to remember choices users make to improve and give a more personalised experience.
- **Enable Analytics Cookies** – These cookies help us to understand how visitors



interact with our website, discover errors and provide better overall analytics.

In addition to the controls that we provide, you can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all Cookies or only third-party Cookies. By default, most internet browsers accept Cookies, but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device.

Managing complaints

We will always strive to offer a high-quality service, however if you are not happy with the service that you have received, you can contact us to raise your concerns. Where you wish to do this, in order for us to respond to your concerns, we will ask for your contact details so we can send you a reply.

Do we share your personal data?

As described above, through the provision of our peer led support services our aim is to not collect any person identifiable data, however, if we have a Safeguarding concern about you or someone in your care, we will ask your permission to take your contact details and ask your consent so that we can share with organisations who may be able to help. We will fully explain who we may share your contact details with in order to get you the emergency help that you need to keep you and others safe. In emergency situations, where the telephone number is identified in our call handling system, we may need to use the telephone number to get emergency assistance to you.

If any of your personal data is shared with a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law.

In order to continually monitor and improve the quality of our services we collect a number of anonymised data sets to review within the Charity team. Such data may include the volume of calls received, common themes in relation to situations discussed, equality monitoring data. All data monitored for these purposes is statistical and does not contain any person identifiable data.

Where we have collected personal data in relation to Gift Aid donations, we share that information with HMRC for the purposes of claiming the Gift Aid for the Charity.

What are your rights?

Under the data protection legislation, you have the following rights, which we will always work to uphold. You have the right to:

- a) be informed about how we process your personal data;
- b) access and be given a copy of the personal data we hold about you.
- c) require us to correct any personal data that we hold about you if any of it is inaccurate or incomplete;
- d) be forgotten: in certain circumstances you have a right to have your personal data erased from our records;
- e) restrict (i.e. prevent) the processing of your personal data;
- f) object to the way we process your personal data (e.g. for direct marketing);
- g) withdraw consent: if we are relying on your consent as the legal basis for using your



- personal data, you are free to withdraw that consent at any time;
- h) data portability: the right in certain circumstances to have us transfer your personal data to another organisation; and
 - i) not be subject to a decision based solely on automated processing (including profiling) which produces legal effects on you. We do not use your personal data in this way.

Legal Basis for using personal data

Under UK data protection legislation, we must always have a lawful basis for using personal data.

In some cases, we will only use your personal information where we have your consent for example where you opt in to receive newsletters from us or opt to allow us to claim Gift Aid on donations or give us consent to get you emergency help. However, there are other lawful reasons that allow us to process personal information and one of these is called 'legitimate interests'.

This means that the reason that we are processing information is because there is a legitimate interest for the Charity to process your information to help us to achieve our objective of providing a service.

We ensure that whenever we process your personal data as described in this Privacy Policy that we take into account your rights and interests and will not process your personal information if we feel there is an imbalance.

Some examples of where we have a legitimate interest to process your personal information are where you may contact us with a general enquiry to our Charity and we use your contact information to respond to that enquiry; where you contact us to make a complaint and we need to use your personal data to contact you; for our legal purposes or for complying with requirements of the Charity Commission.

In emergency situations, in line with our Safeguarding policy we may also use the lawful basis of 'vital interests' if we need to share personal data to get emergency assistance to a caller via our phone support service.

Where we collect personal data in order to process a volunteering application, we use the 'contract basis' for the lawful processing of that personal data.

How long will you keep my personal data?

Where we have collected personal data, we will only keep it for the necessary length of time and in line with our lawful basis i.e.

- To process applications for volunteer roles and to hold records of successful volunteers in line with our responsibilities as a Charity.
- Personal data in relation to unsuccessful applications may be retained for 6 months.
- Personal data in relation to successful applicants will be retained by the Charity for six years from your last engagement with the Charity.
- To process Gift Aid donations and retain those records for 6 years in line with HMRC requirements.
- To respond to general enquires. General enquiries will be retained by the Charity for

six years following your last engagement with the Charity.

- To respond to complaints. Where a complaint is processed by the Charity the data will be retained by the Charity for six years following your last engagement with the Charity.
- Telephone numbers and emails received as part of the Peer-led service are retained for a maximum period of 3 years.

How and where do you store or transfer my personal data?

Where we collect personal data as described in this Privacy Policy, we store your information securely, and where we use third party systems such as, call handling providers, payment collection software and marketing mailing providers, as described in this Policy, we ensure we have contracts in place which describe how information is secured.

The security of your personal data is essential to us, and to protect your data, we have taken a number of important measures, including the following:

- Limiting access to your personal data to those employees, volunteers, agents, contractors, and other third parties with a legitimate need to know and ensuring that they are subject to duties of confidentiality.
- Any person identifiable data such as names, addresses, telephone numbers and email addresses and contents of emails are held in a secure system, only accessible by those members of the Charity who are involved in the administration of the Charity. Access to information is by unique user log in and password.
- Policies and procedures for dealing with data breaches (the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, your personal data) are in place, including notifying you and/or the Information Commissioner's Office where we are legally required to do so.

How can you access your personal data?

If you want to know what personal data we hold about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a subject access request ("SAR").

All SARs should be made in writing and sent to the email or postal address detailed at the end of this Privacy Notice.

There is not normally any charge for a SAR. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding to such requests.

We will respond to your SAR within one month. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

Changes to this Privacy Notice

We may change this Privacy Policy from time to time. We will let you know of any changes by updating this Privacy Notice on our website. If you have any questions about this Privacy Policy, including any requests to exercise your legal rights please contact the charity manager using



the details set out below:

- ops@nurselifeline.org.uk

Or, in writing at:

- Operations Manager, Nurse Lifeline, 85 Great Portland Street, London, W1W 7LT

You also have the right to make a complaint at any time to your data protection supervisory authority.

- In the UK this is the Information Commissioner's Office (ICO) www.ico.org.uk

We would, however, appreciate the chance to deal with your concerns before you approach the ICO, so please contact us in the first instance. This Privacy Notice will be regularly updated to maintain compliance with legal and statutory requirements.

Last updated: 4th July 2023