



Your Privacy & this Privacy Policy

We take your privacy seriously and we are committed to protecting your personal information.

This privacy notice sets out the way in which your personal information will be used by us if you are a patient accessing our Day One services, or a family member of a patient accessing our Day One services.

This policy also provides information on how we process the personal data of other categories of individuals with whom we interact for the purposes of the Day One service e.g. NHS staff; partnering organisations.

This privacy notice covers Leeds Cares' involvement with Day One only. For Leeds Cares' full privacy notice, which covers Leeds Cares' other activities, please click [here](#).

This policy explains:

- [Why this policy has been updated](#)
- [Who we are](#)
- [When we collect information](#)
- [What information we collect](#)
- [Special Category Data](#)
- [What your information is used for](#)
- [Sharing of your information](#)
- [Lawful basis to process your data](#)
- [Storage and security of your data](#)
- [How long we keep your data for](#)
- [Your rights](#)
- [Changes to this policy](#)
- [How to contact us to change your preferences or make a complaint](#)
- [Key terms](#)

Recent updates

We have updated our policy in line with the General Data Protection Regulation (GDPR) and the UK Data Protection Act 2018, which came into practice in May 2018. Our full policy with regard to data privacy is described in this document, however here is a quick summary of the main changes:

- Detailed how and why we collect your data
- Described which legal basis we rely on to process your data
- Explained your rights



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- We have made it easy for you to let us know if you would like to change the way we process, store and use your data and the details can be found in the 'contact us' section of this document.

This policy was last updated on 4th March 2019.

Who are we?

Day One is a linked charity of Leeds Cares. Leeds Cares is a charity registered in England and Wales under sections 67 and 69 of the Charities Act 2011 (Registration Number 1170369).

Leeds Cares is the philanthropic charity partner of Leeds Teaching Hospitals NHS Trust, dedicated to supporting and enhancing the highest standards of healthcare and patient and family wellbeing and experience in the wider community. Day One provide specific support services committed to making a positive impact on trauma care.

“we,” “our,” “us” are references to Day One and Leeds Cares.

We are the controller in respect of the personal information which we hold about you.

When do we collect information?

When you give it to us directly

For example:

- As a patient and you speak with our volunteers or case workers or when you complete our Day One forms or grant application
- If you are a family member of a patient and you speak to our volunteers or case workers or when you complete our Day One forms or grant applications.
- When you are NHS staff speaking with volunteers or case workers or completing Day One forms or grant applications on behalf of patients or family members.
- If you complete a Grant Fund Application Form on behalf of another person.

And indirectly

We might gather personal information about you from third parties. For example:

- We will most likely receive your details via a referral from NHS Trust in the first instance. They may also assist you in completing application forms for emergency grant funding, accommodation or taxis, and they may provide information to us on your condition to assist us in assessing the support you and your family requires. We may also receive your information in this way if you are a family member of the patient. For a list of the NHS



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Trusts we work with as part of the West Yorkshire Major Trauma Network please see the 'Do we share your personal information?' section below.

- The patient may provide the details of their family members when they apply for services on your behalf.
- Any third party authorised to act on your behalf (whether you are the patient or family member)
- Our volunteers or case workers may provide us with your details if you are a member of NHS Staff who is acting as a point of referral for a particular patient or family member.
- When you visit this website

When you interact with our digital platforms, we do not automatically capture or store personal data from our visitors, but we may automatically capture other information about your visit. This is to help us better understand how supporters use our digital platforms to enable us to create better content and more relevant communications:

- how you have reached our digital platform and the internet protocol (IP) address you have used
- your browser type, versions and plug-ins, and your operating system
- your journey through our digital platform, including which links you click on and any searches you made, how long you stayed on a page, and other page interaction information
- which videos you have watched and for how long
- what content you like or share
- which adverts you saw and responded to
- which pop up or push messages you might have seen and responded to
- demographic information such as geographical location and gender if available
- information collected in any forms you complete

We may also analyse which marketing activity led to your taking specific action on our digital platforms (e.g. following our Twitter page).

Cookies

The Day One website pages are held within the Leeds Cares website. In common with many other website operators, we use standard technology called 'cookies' on this website. Cookies are small pieces of information that are stored by your browser on your computer's hard drive and they are used to record how you navigate this website on each visit.



See the Leeds Cares [cookies policy](#) for more information.

Third party links

Please note that our Websites and other digital platforms may contain links to third party websites/digital platforms which are provided for your convenience.

Day One/Leeds Cares is only responsible for the privacy practices of our own Websites and digital platforms. We recommend that you refer to the privacy policy of each website/digital platform you visit.

What information do we collect?

We may collect, store and use the following types of information about you depending on the level and type of interaction that you have with us:

- Your name, address, phone number, mobile number, email address and your communication preferences
- Your date of birth
- Details of your stay in hospital (date of admission, name of consultant, cause of injury, ward or location)
- If you would like to consent to let us use your story of how we helped you and your loved ones we will collect images, records and any details of your experience
- Relationships between you and your family/the patient
- Reasons why the grant, accommodation or travel is required
- Details of the referral (date, person making referral)
- Bank account details
- Employment details
- Information automatically gathered when you access our website (see 'When you visit this website' above)

Do we collect Special Category Data?



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This is personal data which the GDPR states as being more sensitive and therefore requires more protection. Examples of special category data are; information about your health, religious beliefs, race, ethnicity, sexual orientation, and political opinions.

We do collect special category data when we are required to do so, for example:

- We will collect details of your major trauma injuries in order to assess whether we can be of assistance during this difficult time and to discuss the services we can offer you (with prior approval).
- We will collect details of relationships of family members which may require collecting details of your sexual orientation, for which we will ask for your consent.

What do we use your information for?

We process and use your personal information for a number of activities:

- To contact you and to provide you with the services you have requested from us
- To assess whether we can assist you during this difficult time
- To assess applications for grants and to verify that you are entitled to a grant
- Keeping you informed about our work, products and services
- Managing your communications preferences and consents
- Informing you of ways you can help including asking for financial and non-financial support such as fundraising, research projects and evaluation of the service
- Offering you additional support opportunities
- Sending you materials about fundraising, campaigning and events
- Understand your relationship with us.
- Analysis to understand how we can improve our services, products or information as well as sending you tailored communications and displaying relevant adverts.
- Analysis to ensure communications are appropriate to the recipients to ensure maximum cost effectiveness
- In some circumstances we may analyse the information we collect about you to create a profile of your likely interests and ability to support us, including potential giving level, influence or legacy you may be able to leave. This is collected from publicly available sources.



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- Prevent fraud, misuse of services or money laundering and perform due diligence where required.
- Financial management and audit of our accounts

Please click the links below to access additional information on how we use your information based upon how you interact with us. ([Appendix A – Day One Data Subject Context](#))

- [When you are a major trauma patient accessing Day One Services](#)
- [When you are the family member of a major trauma patient](#)
- [When you are NHS Staff involved in the referral and/or delivery of services](#)
- [When you apply for grants on behalf of third parties](#)
- [When you are a contact of one of our partnering organisations](#)

Do we share your personal information?

We will not sell, trade or lease your personal information to others.

NHS Trusts

We will most likely receive your details via a referral from NHS Trust in the first instance. We work with the West Yorkshire Major Trauma Network made up of following NHS Trusts: Leeds Teaching Hospitals NHS Trust, Airedale NHS Foundation Trust, Bradford Teaching Hospital NHS Foundation Trust, Harrogate and District NHS Foundation Trust, Calderdale and Huddersfield NHS Foundation Trust, and the Mid Yorkshire Hospitals NHS Trust.

We might need to share information with the relevant NHS Trust to organise services on your behalf (e.g. accommodation at Leeds General Infirmary within the Major Trauma Centre).

We have data sharing agreements in place with the NHS Trusts that we share data with.

The NHS Trusts are acting as controllers in their own right and you should check their privacy notices for information on how they use your personal data.

Partners of Day One

We partner with a number of organisations for the purposes of the Day One services, including:

- If you are a family member of a patient, we might assist you with arranging accommodation. Where this is the case, we may pass your name and contact details to a hotel. Currently we partner with the following hotels: IBIS Leeds Centre; the Bexley Hotel.
- If we arrange taxi travel on your behalf, we will pass your name and contact details to the taxi company with whom we maintain an account: Amber cars.



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- Free welfare benefits advice clinic on the ward. This is provided in partnership with Citizen's Advice, Leeds
- Peer support from ex-patients and family members who have travelled the trauma journey.
- Initial legal advice on injuries suffered. We partner with a number of solicitor's firms who we can refer you to. You are not required to select a firm that we have appointed as a legal panellist. Currently we work with Brethertons, Leigh Day, Sintons and Irwin Mitchell.

When any of the above partners receive your personal data to provide a service to you, they are acting as controllers in their own right and you should check their privacy notices for information on how they use your personal data.

Our Service providers

We contract with third party service providers and suppliers to deliver certain services. Our third-party service providers are required to take appropriate security measures to protect your personal information in line with our policies.

Our service providers change from time-to-time and we will inform you of this by updating this privacy notice.

We may share your details with our third-party IT providers, who assist us in providing our systems and databases. Our current IT provider is the Leeds Hospitals NHS Trust and our website provider is Banana Kick Ltd.

Other

- We may also provide your personal information to third parties in connection with any sale, merger, acquisition, disposal, reorganisation or similar change in our business.
- Any other person who is authorised to act on your behalf;
- We will also provide your personal information to third parties where there is a legal obligation to do so, for example to regulators, government departments, law enforcement authorities, tax authorities and any relevant dispute resolution body or the courts;
- Any relevant dispute resolution body or the courts;
- We may need to disclose your details, if required, to the police, regulatory bodies or legal advisors, to comply with our legal obligations.
- We may share your details with our service providers who assist us with fundraising appeals on our behalf.
- We may share your details with our third-party IT providers, who assist us in providing our systems and databases. Our current IT provider is the Leeds Hospitals NHS Trust and our website provider is Banana Kick Ltd.

EEA



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With the exceptions shown directly below all other data that we collect from you will be stored inside the UK or the European Economic Area (EEA). We will not transfer your personal data outside the EEA or the UK without informing you beforehand and seeking your permission where required.

The exceptions to this are:

- use of a bulk email provider called Mailchimp. This company is based in the US and by using their services we do pass your data to them. We will only pass data relevant to sending you any bulk emails such as our newsletter. We do not use Mailchimp for any one-to-one email communications you have with us.
- an event management platform called Eventbrite to administer event registrations. They are based in the USA and if you sign-up for an event using this platform, your data will be captured there.

Both Eventbrite and Mailchimp are accredited under the EU-US Privacy Shield which requires them to provide similar protection to personal data shared between Europe and the USA. Their privacy notice can be accessed via these links:

- [Eventbrite](#)
- [Mailchimp](#)

Our lawful basis for processing your data

The GDPR states that organisations must have a lawful basis in order to process personal data. There are 6 lawful basis for processing available within the GDPR,

Specific consent

We generally ask for consent to process your data as our services mean that we need to have an understanding of your trauma injury, which is information related to your health. Due to the nature of our services, we are not always able to obtain consent directly from the patient as the patient may be unable to consent due to their condition or age. Therefore, where appropriate, we may obtain consent from an authorised third-party representative of the patient instead (e.g. parent, guardian, power of attorney, next-of-kin).

Where you have provided your consent to process your data. We will have asked explicitly if we can use your information for specified purposes, for example to gather information regarding your injuries or to send you marketing information via SMS and email.

You have the right to withdraw consent for any purpose at any time. Please see the 'contact us' section later in this policy.

Legal obligation



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Where we must comply with a legal or regulatory obligation such as reporting to the Charity Commission, Fundraising Regulator, Information Commissioner or Gambling Commission, or process gift aid.

Legitimate interests

This enables us to process your data where it is in our interest to do so, providing such interests are not overridden by your interests or fundamental rights and freedoms.

We consider our legitimate interest to include administering the charity, communicating with you by phone and post and analysing data to better understand you and others who provide support through time, money and/or voice.

In order to meet our charitable aims we need to undertake processing activities, this will enable us to deliver against our mission, govern our charity and support operational administration. These activities may include

- Recording your communication preferences and consent, including keeping limited data to ensure we don't contact you if you have asked us not to.
- Using the data we have collected to analyse and profile those who use the Day One Services to enable us to manage the services, and to recognise and implement improvements. We do this as long as it does not override your rights and freedoms, in which case we will ask for your consent.
- Keeping records up to date and accurate through the use of third-party registers (such as National Change of Address from Royal Mail)
- Use of personal information when we are monitoring use of our website for technical information and ability to improve.
- For NHS Staff involved in the referral or provision of the scheme, our legal basis for collecting appropriate employment details is in our Legitimate interest.
- To contact you by post or phone (live calling only, no automated messages). Unless you have advised us not to, we will contact you with marketing requests such as:
 - Ways you can support through providing your time, money and/or voice
 - Inviting you to events
 - Sending you details of products available for purchase for Leeds Cares



How do we secure your data?

We ensure we employ appropriate technical measures to keep your data safe. For example, we encrypt our online forms and the network is routinely monitored we use industry standard SSL certificates and are PCI compliant.

The majority of our information technology is provided and serviced by The Leeds Teaching Hospitals NHS Trust and are therefore subject to their policies and security. Leeds Cares and Leeds Teaching Hospitals NHS Trust have a Data Processing Agreement and Sharing agreement to ensure appropriate security and controls are in place to protect the data processed by the NHS Trust on behalf of Leeds Cares/Day One.

When we use other external companies to collect or process your data on our behalf, we undertake due diligence before we agree to engage with them and our contracts will include appropriate data security controls.

While we make sure to keep your data safe, no data transmission over the Internet is 100% secure. Unfortunately, this means that we cannot guarantee the security of any information you send us, and you do so at your own risk.

How long do we keep your data for?

Generally, we will not hold your personal information for any longer than is necessary for the uses outlined above, unless we are required to keep your personal data longer to comply with the law and any regulatory requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements

What are your rights?

You have certain rights under the Data Protection Legislation which can be exercised by contacting us at:

Day One /Leeds Cares

Ground Floor, Trust Headquarters, St James's University Hospital

Beckett Street, Leeds, LS9 7TF

Phone 0113 206 8620 Email privacy@leeds-cares.org



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Your rights include:

- **Request access to your personal data** (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- **Request erasure** of your personal data. This enables you to ask us to delete or remove personal data 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 data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- **Object to processing** of your personal data 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 as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
- **Request restriction** of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios:
 - If you want us to establish the data's accuracy.
 - Where our use of the data is unlawful, but you do not want us to erase it.
 - Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims.
 - You have objected to our use of your data, but we need to verify whether we have overriding legitimate grounds to use it.
- **Request the transfer** of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which



you initially provided consent for us to use or where we used the information to perform a contract with you.

- **Withdraw consent** at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

Further details about your rights can be found on the ICO's website at <https://ico.org.uk/>. There are some exemptions to the above rights that are permitted under the data protection legislation. If you have any queries as to what these are then please get in touch.

Please note that if you choose to exercise your rights to have personal data restricted or deleted, then we may not be able to provide you with a full service.

We will need you to provide identification in order to comply with your request to exercise your rights. Once we have received your information request, and your identification, we will respond within the required timescales unless a permitted exemption applies.

You have the right to make a complaint at any time to the 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 (using the contact details noted below).

Changes to this Privacy Policy

We may change this Privacy Policy at any time, so please check this page regularly to ensure that you are happy with any changes that may have been made. Any significant changes will be notified to you.

Contact Us

If you have any questions regarding this Privacy Policy or you are unhappy with how we handle your personal information you can contact us at:

Day One/Leeds Cares

Ground Floor, Trust Headquarters, St James's University Hospital

Beckett Street, Leeds, LS9 7TF

Phone 0113 206 8620 Email privacy@leeds-cares.org



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and / or notify the Information Commissioner's Office (ICO) by calling their helpline on: 0303 123 1113 or by writing to them at:-

Information Commissioner's Office, Wycliffe House
Water Lane, Wilmslow, Cheshire, SK9 5AF

Key Terms

- When we refer to **Data Protection Legislation** we mean the General Data Protection Regulation (Regulation (EU) 2016/679) (**GDPR**); and the Data Protection Act 2018.
- **personal information / data** is information that can be used to identify or contact a specific individual, such as a name, address, telephone number, email address, etc., and also online identifiers and location data such as IP addresses and mobile device IDs.
- **special category data** means personal data revealing your racial or ethnic origin; political opinions; religious or philosophical beliefs; or trade union membership; and genetic data; biometric data; data related to your health or data concerning your sex life or sexual orientation; and criminal convictions or involvement in criminal proceedings.
- A **controller** is someone who decides why personal data is to be collected and how it will be used and treated.
- **ICO** means the UK Information Commissioner's Office, the UK supervisory authority for data protection issues.



Appendix A – Day One Data Subject Context

Reasons for collecting and processing your data

This section of the Privacy Policy pulls together information found in the main body of the policy and arranges it relevant to the context of your relationship/interaction with us. It should be read in conjunction with the main document.

When you are a major trauma patient accessing Day One Services

Purpose of processing

Your data is required to enable the Day One support and signposting service to provide assistance to you and your family when you are affected by major trauma. We also process data to keep you up to date with information regarding our activities and events.

What information we need

We will need enough information to assess how we can assist you and your family, determine eligibility for financial support and to deliver that financial support as well as provide you with the information you request from us.

This may include:

- Name, address, phone and email address
- Date of birth
- Communication preferences
- Your relationship with your family members
- Details of your major trauma injuries and the hospital and ward you are admitted to
- Bank account information (to make payments if your application is successful)

Legal basis and why we need the information

Consent

We generally ask for consent to process your data as our services mean that we need to have an understanding of your trauma injury, which is information related to your health. Due to the nature of our services, we are not always able to obtain consent directly from you as you may be unable to consent due to your condition or age. Therefore, where appropriate, we may obtain consent from an authorised third-party representative instead (e.g. parent, guardian, power of attorney, next-of-kin).

We can provide you with ongoing support after you leave the hospital. We will only process your data for this purpose with your consent. We will also ask if we can communicate with your further



regarding the work of Leeds Cares and Day One which we will only do with your consent. Such communications may include fundraising and marketing opportunities as well as offering additional support, opportunities to get involved in research or a short feedback form to ensure we are providing the best possible support to patients and families.

If your family members apply for a grant, we ask for information regarding your relationship with the family member/s in order to assess eligibility for a grant. This data is processed with your consent and the consent of your family member/s.

Name, contact details, date of birth and bank details

Collecting these details is necessary for the terms of the grant funding (contractual necessity). If this information is not provided, we may not be able to provide the service.

What we do with the data

Your personal information will be kept secure within Leeds Cares/Day One using appropriate technical controls to protect your details. We will not sell, trade or lease your personal information to others.

In order to provide you with the services you have requested we may share the data with the following (depending upon the services being provided):

- NHS Trusts within the West Yorkshire Major Trauma Network.
- Partners of Day One (such as hotels, taxi companies, legal panellist, Citizens Advice – Leeds, etc)
- We share your details with our third-party IT providers, who assist us in providing our systems and databases. Our current IT provider is the Leeds Hospitals NHS Trust and our website provider is currently Banana Kick Ltd.
- Third parties where this a legal obligation to so, for example regulators and law enforcement authorities.

We may share your data with third parties in order to ensure that it is accurate and kept up to date. For example, this may include comparing your details against registers of deceased, Royal Mail 'gone away' and Royal Mail National Change of Address (NCOA) which enables us to append your new address to your record. We may use other or new lists as is appropriate to ensuring the accuracy of the information we hold about you.

We do use a third-party email marketing provider called Mailchimp to process bulk email communications and pass your details to them (where you have given your consent to receive marketing/fundraising emails). They are based in the USA and are accredited under the EU-US Privacy Shield which requires them to provide similar protection to personal data shared between Europe and the USA. Their privacy notice can be found [here](#).

For the full list of third parties please see the 'Do We Share Your Personal Information?' section of the main policy.



Reasons for collecting and processing your data

This section of the Privacy Policy pulls together information found in the main body of the policy and arranges it relevant to the context of your relationship/interaction with us. It should be read in conjunction with the main document.

When you are the family member of a major trauma patient

Purpose of processing

Your data is required to enable the Day One support and signposting service to provide assistance to you and the patient when you are affected by major trauma.

What information we need

We will need enough information to assess how we can assist you and your family, determine eligibility for financial support and to deliver that financial support.

This may include:

- Name, address, phone and email address
- Your relationship to the patient
- Reasons why grant, accommodation or travel is required
- Bank account information (to make payments if your application is successful)

Legal basis and why we need the information

Your contact information, bank accounts & reasons for funding

Collecting your contact and bank account details and reasons why the grant is required is necessary for the terms of the grant funding (contractual necessity). If this information is not provided, we may not be able to provide the service (for example arranging accommodation or travel on your behalf).

Special category data

We ask for your relationship with the patient which is necessary for the terms of the grant funding (contractual necessity). As this may require collecting details of your sexual orientation, we will ask for your consent to collect this type of data. If this information is not provided, we may not be able to provide the service.

Consent

We can provide you with ongoing support after your loved one leaves the hospital. We will only process your data for this purpose with your consent.



For any email and SMS marketing we will always ask for your consent, we will rely on our Legitimate Interest as the legal basis to send you postal marketing or to make calls to you.

You can withdraw your consent at any time, please see 'What are your rights?' section of the main policy

What we do with the data

Your personal information will be kept secure within Leeds Cares/Day One using appropriate technical controls to protect your details. We will not sell, trade or lease your personal information to others.

In order to provide you with the services you have requested we may share the data with the following (depending upon the services being provided):

- NHS Trusts within the West Yorkshire Major Trauma Network.
- Partners of Day One (such as hotels, taxi companies, legal panellist, Citizens Advice - Leeds etc)
- We share your details with our third-party IT providers, who assist us in providing our systems and databases. Our current IT provider is the Leeds Hospitals NHS Trust and our website provider is currently Banana Kick Ltd.
- Third parties where this a legal obligation to so, for example regulators and law enforcement authorities.

We may share your data with third parties in order to ensure that it is accurate and kept up to date. For example, this may include comparing your details against registers of deceased, Royal Mail 'gone away' and Royal Mail National Change of Address (NCOA) which enables us to append your new address to your record. We may use other or new lists as is appropriate to ensuring the accuracy of the information we hold about you.

We do use a third-party email marketing provider called Mailchimp to process bulk email communications and pass your details to them (where you have given your consent to receive marketing/fundraising emails). They are based in the USA and are accredited under the EU-US Privacy Shield which requires them to provide similar protection to personal data shared between Europe and the USA. Their privacy notice can be found [here](#).

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Reasons for collecting and processing your data

This section of the Privacy Policy pulls together information found in the main body of the policy and arranges it relevant to the context of your relationship/interaction with us. It should be read in conjunction with the main document.

When you are NHS Staff involved in the referral and/or delivery of services

Purpose of processing

Your data is required to allow us to understand where the referral came from, ensure we have appropriate consent and liaise with you about any application or referral for services submitted by you on behalf of the patient or their family.

What information we need

To meet the stated purpose (above) we will need:

- Your work contact details
- Details of your employment (e.g. employing hospital and job title)

Legal basis and why we need the information

Our legal basis for collecting and processing the data is our legitimate interests.

What we do with the data

Your personal information will be kept secure within Leeds Cares/Day One using appropriate technical controls to protect your details. We will not sell, trade or lease your personal information to others.

In order to provide the Day One services to the patient and family referred by you we may share the data with the following (depending upon the services being provided):

- NHS Trusts within the West Yorkshire Major Trauma Network.
- We share your details with our third-party IT providers, who assist us in providing our systems and databases. Our current IT provider is the Leeds Hospitals NHS Trust and our website provider is currently Banana Kick Ltd.
- Third parties where this a legal obligation to so, for example regulators and law enforcement authorities.

For the full list of third parties please see the 'Do We Share Your Personal Information?' section of this policy.



Reasons for collecting and processing your data

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When you apply for grants on behalf of third parties

Purpose of processing

Your data is required to allow us to understand where the referral came from, ensure we have appropriate consent and liaise with you about any application submitted by you on behalf of the patient or their family if required.

What information we need

To meet the stated purpose (above) we will need:

- Your name and contact details

Legal basis and why we need the information

Processing this data is necessary for the terms of the grant funding (contractual necessity). If this information is not provided, we may not be able to provide the service.

What we do with the data

Your personal information will be kept secure within Leeds Cares/Day One using appropriate technical controls to protect your details. We will not sell, trade or lease your personal information to others.

In order to provide the Day One services to the patient and family referred by you we may share the data with the following (depending upon the services being provided):

- NHS Trusts within the West Yorkshire Major Trauma Network.
- We share your details with our third-party IT providers, who assist us in providing our systems and databases. Our current IT provider is the Leeds Hospitals NHS Trust and our website provider is currently Banana Kick Ltd.
- Third parties where this a legal obligation to so, for example regulators and law enforcement authorities.

For the full list of third parties please see the 'Do We Share Your Personal Information?' section of this policy.



Reasons for collecting and processing your data

This section of the Privacy Policy pulls together information found in the main body of the policy and arranges it relevant to the context of your relationship/interaction with us. It should be read in conjunction with the main document.

When you are a contact of one of our partnering organisations

Purpose of processing

Your data is required for us to correspond with you in relation to the service that we partner with you on.

What information we need

To meet the stated purpose (above) we will need:

- Your name and contact details (email, address and telephone)

Legal basis and why we need the information

We process this data for our legitimate interest of providing the service in partnership with you.

What we do with the data

Your personal information will be kept secure within Leeds Cares/Day One using appropriate technical controls to protect your details. We will not sell, trade or lease your personal information to others.

In order to provide the Day One services to the patient and family referred by you we may share the data with the following (depending upon the services being provided):

- The patient and/or the family.
- NHS Trusts within the West Yorkshire Major Trauma Network.
- We share your details with our third-party IT providers, who assist us in providing our systems and databases. Our current IT provider is the Leeds Hospitals NHS Trust and our website provider is currently Banana Kick Ltd.
- Third parties where this a legal obligation to so, for example regulators and law enforcement authorities.

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