

The Ashford Hospital Broadcasting Service Privacy Policy

The Ashford Hospital Broadcasting Service is a registered charity, numbered 263108. Data is controlled by the organisation and is the responsibility of the Chairman. This policy comes into effect on 2nd May 2018.

We hold personal information about our listeners, stakeholders and volunteers, as detailed below.

Our Listeners

We store the names of our listeners against text messages received to help us identify who is texting us. The phone numbers themselves are hidden (pseudonymisation) such that our volunteers cannot access this information.

When you enter a competition we keep a record of your email address and/or text number to allow us to inform you if you should win. We may pass these details over to the company providing the prize to assist them identifying the winners, as per the competition rules when submitting an entry.

Our Stakeholders

We hold personal information about people who submit community information to us so that we can provide you with updates about your community information. We keep this data for our records afterwards. We may occasionally send you updates about our charity, such as any fundraising events we are hosting.

Our Volunteers

We hold personal information about our members that we are required to hold as a company. This information is shared with the NHS Volunteers for the purposes of processing applications and ongoing training/monitoring as well as the provision of car parking permits.

Our volunteers have access to their data via the Radio Operations System platform, under the "My Details" tab.

Your Rights

At any time you may ask to see or remove personal information we hold about you. You can do this by writing to:

The Ashford Hospital Broadcasting Service, William Harvey Hospital, Kennington Road, Ashford, TN24 0LZ.

We will share these details with the Ashford Music Profile (AMP) and Radio Ashford who also play your community information.

We will not sell, distribute or lease your personal information to any other third parties unless we have your permission or are required by law to do so.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Making A Complaint

If you believe that any information we are holding about you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

If you are not satisfied with the response to a complaint from AHBS you may contact the Information Commissioner's Office (<https://ico.org.uk/concerns/>).