

RICE

The Research Institute
for the Care of Older People

Improving the lives of people living with dementia through research, diagnosis, treatment and support.

RICE privacy notice



In order for us to carry out our activities we need to collect personal information relevant to your connection and relationship with RICE. We recognise the importance of your privacy and RICE is committed to ensuring that your privacy is protected.

This notice tells you in general terms what personal information RICE collects, why we need it, how we use it and what protections are in place to keep it secure.

About this notice

RICE is a registered charity focused on essential research and providing support for people with dementia, their families and carers, dedicated to improving the quality of life of everyone involved.

In order for us to carry out our activities we need to collect personal information relevant to your connection and relationship with RICE. We recognise the importance of your privacy and RICE is committed to ensuring that your privacy is protected.

For the purpose of this notice RICE is the “data controller”.

This notice tells you in general terms what personal information RICE collects, why we need it, how we use it and what protections are in place to keep it secure. We will also provide you with a detailed privacy notice relevant to your relationship with us, which should be read alongside this notice:

- memory clinic
- clinical trials and research
- fundraising, marketing and communications
- employees (including trustees and volunteers)

We aim to be transparent and not to do anything you might not reasonably expect. All staff at RICE receive regular, mandatory training in information governance and handling personal data.

What do we collect?

We collect and use different types of personal information about you depending on your circumstances and your relationship with us. This list outlines the main types of information we may collect.

We will only collect information which is directly relevant to your particular circumstance and relationship with RICE and for which you have given us explicit and

informed consent to collect and retain.

- Identification information (name, date of birth, gender, personal images you have agreed we may use)
- Contact information (address, telephone numbers, email addresses)
- Your relationship and connections with RICE (as a memory clinic patient, participant in clinical trials or research, registered with us for future research, a supporter, employee, trustee or volunteer).
- Your consents and stated preferences for us to communicate with you
- Details of your contact with us

We may also collect information specific to your relationship or connection with RICE, as outlined in the additional detailed privacy notice which accompanies this notice. This may include (this list is not exhaustive):

- Health information (patients, supporters for events where declarations are required)
- Next of kin, carer information – the contact details of a close family member or friend (patients, clinical trials and research participants)
- Bank details (paid employees, supporters)
- Recruitment information (clinical trials and studies; employees, trustees and volunteers)



The RICE Centre

When/ how do we collect your personal information

We collect your information at various points throughout your relationship with us, including during the following times:

- When you first have contact with RICE
- In the course of managing your care and treatment with us (as a memory clinic patient, participant in clinical trials or research)
- In the course of managing your ongoing relationship with us (registered with us for future research, a supporter, employee, trustee or volunteer).
- When we receive data from a third party which is directly relevant to you care and treatment with us
- When we receive data from a third party in relation to your ongoing relationship with us.

Why we collect and use your personal information

We use your data to:

- Provide you with services, products or information you have asked for
- Manage your care and treatment
- Keep a record of your relationships and connections with RICE
- Ensure we know how and when you prefer to be contacted

Sharing your information

There are a number of reasons we may share your information and this can be due to:

- Our obligations to comply with current legislation
- Sharing with other health bodies information relating directly to the coordination and continuity of your treatment and care

- Information directly relevant to your relationship with us (for example your employment and honorary contracts, fundraising event information shared by the organiser) and where the law allows it
- Our duty to comply with any Court Order that may imposed
- Where you have given your explicit and informed consent for us to share your personal story to help further our work

Where we share your information we ensure that we only share the minimum necessary for the specific purpose.

We do not sell your information.

How we protect your information

Appropriate technical controls are in place to store and protect personal data. We have security procedures in place to guard against unauthorised access, improper use, alteration, destruction or accidental loss of your personal information. Information is only accessible by appropriately trained staff (and, where appropriate, volunteers) for the specific purpose of their work at RICE.



RICE supporters

How long we keep your personal information

We keep your data in line with legislation and guidelines relevant to your relationship and connection with us as outlined in the additional detailed privacy notice which accompanies this notice. This may include (this list is not exhaustive): the NHS

Retention Schedule; protocols for specific clinical trial and research; employment legislation; the Fundraising Code.

RICE does not keep your personal data for longer than necessary.

All records are destroyed confidentially once their retention period has been met, and RICE has made the decision that the records are no longer required.

How you can access your information

We aim to ensure that the information we have for you is accurate and up-to-date. You can request to see this information and if for example you believe that something is incorrect or you do not wish us to retain it you can ask to have it corrected or deleted.

If you would like to request access to the information we hold please send your request in writing outlining a description of the information you want to obtain and a proof of your identity to The RICE Centre, Royal United Hospital, Combe Park, Bath, BA1 3NG. We do not accept requests of this nature by email as we must ensure that we only provide personal data to the individual it relates to. For further guidance please give us a call on 01225 476420.

If you wish to raise a complaint on how we have handled your personal information you can ask us to investigate the matter. Contact info@rice.org.uk or call us on 01225 476420.

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law you can complain to the Information Commissioner's Office <https://ico.org.uk/>

The RICE Centre,
Royal United Hospital,
Bath
BA1 3NG

www.rice.org.uk
Tel: 01225 476 420. Email: info@rice.org.uk
Registered Charity No: 1042559