

Patient's Privacy Notice



If you are referred to one of our services, we will collect personal information from you and may also receive your personal data from and, share it where necessary, with other healthcare providers.

What information we collect about you:

- Name, address, telephone number, e-mail address, religion, ethnicity and date of birth.
- Your medical history, details of treatments, investigations, care and advice we have given you.
- Relevant information from and about people who care for you and know you well such as relatives, carers and health professionals.

How we use your information:

We use your personal data for a number of purposes including the following:

- We use your contact details, family and carer and doctor's details so that we can contact you about your care and appointments and know who to contact in an emergency.
- We use your health records to ensure you receive the most appropriate care and treatment from us.
- We use information about your care to improve patient safety, audit quality of care and enable staff training.
- We use data about your ethnicity and religion so that we can understand the needs of patients from different groups and provide better and more appropriate services.
- We use your family and carers details to offer services from our Family Services Team and to send out service satisfaction surveys.

How we share your information:

It may be necessary to share your personal information with other professionals outside of the hospice who are also involved in your care or if you need treatment somewhere else. This may include your consultant, GP, community nurses and any other relevant professionals. This helps to provide seamless care for you amongst partner organizations caring for you. Your information will only be made available if there is a genuine need to do so. Some of this information sharing may be from the use of central electronic clinical record systems.

We will not share information about you with your family or friends without your consent.

Sometimes we have to pass on information about you by law. For example, where a formal court order has been issued; in response to a formal written request by you or your legal guardian; finding an infectious disease that may endanger the safety of others.

How we keep your information safe and confidential:

Everyone working for the hospice or who receives information from us has a legal duty to keep information about you confidential. This is monitored by the Caldicott Guardian, the Director of Nursing who is responsible for ensuring patients' rights to confidentiality are respected. Our Information Governance Group ensure our information security and compliance with the Data Protection Act 2018 and the General Data Protection Regulation 2016. Your information will be retained in accordance with the national guidance for health and social care records, unless the law requires them to be kept longer.

Your Information Rights

- **The right to be informed:** you have the right know how we will use your information. This notice aims to provide you with a clear and transparent description of how your personal information may be used.
- **Right of access:** you can request a copy of your health record. If you wish to do this please talk to one of the hospice team responsible for your care or contact ClinicalAdmin@stbh.org.uk.
- **Right of rectification:** you have the right to correct inaccurate or incomplete data.
- **Right of erasure:** under certain circumstances, you have the right to ask us to delete your personal information.
- **Right to restrict processing:** in certain conditions, you can ask us to restrict the processing of your information. We will inform you of the potential risks to your care if you restrict the sharing of information with others providing care for you.
- **Right to data portability:** you have the right to have the data we hold about you transferred to another organisation.
- **Right to object:** you have the right to object to the processing of data in certain circumstances.
- **Right to object to automated processing including profiling:** you have the right to ensure decisions about you are not automatically made by a system or technology.

If you wish to exercise these rights, you should contact us in the first instance. You have the right to make a complaint to the Information Commissioner's Office (ICO) should you feel that we have not respected your rights. Details can be found at www.ico.org.uk/concerns

National Data Opt Out

St Barnabas Hospices is compliant with the National Data Opt Out Policy which enables patients to opt out from their use of data for research and planning purposes. You can find additional information or change your preferences at <https://www.nhs.uk/your-nhs-data-matters/>