

- Right to restrict processing: if you believe the data we hold is inaccurate or unlawful, you can ask us to restrict it from further processing.
- Right to object: you can object to us processing your data.
- Right to erasure: if you wish, we can delete the information we have about you, if we're no longer using the data for the purpose or purposes we originally collected it.
- Right to be informed: we will always keep you informed of what we are doing with your personal data.
- Right to data portability: this allows you to obtain data that we hold and to reuse it for your own purposes.
- Rights related to automated decision making, including profiling.

If you feel we have mishandled or misused your data in some way, you can complain to the Information Commissioner's Office.

What won't we do?

- We will not use your data to profile you or make any automated decisions about you.
- We will not process your personal data for any other purpose, unless you have specifically consented to us doing so before we use your information.

Prospect Hospice

President HRH The Duchess of Cornwall

Address Moormead Road Wroughton Swindon SN4 9BY

Tel 01793 813355

Email info@prospect-hospice.net

Web www.prospect-hospice.net

Privacy notice for families and people important to our patients

When Prospect Hospice provides a patient with care, support and services, we hold personal information about their next of kin or another nominated contact, so we can contact them in an emergency. We record the details of any contact we have with you during your loved one's care.

We also offer services for carers and other people important to our patients. These services include carer support, complementary therapy, benefits advice and bereavement support.

So we can provide you with the appropriate services, we will hold personal information about you. This includes your contact details and information about any services you receive from us.

Prospect Hospice is registered as a data controller with the information commissioner's office (ICO). The hospice's data protection officer is the information manager and data protection lead. If you would like to get in touch about your data, you can contact them on 01793 813355 or email dataprotection@prospect-hospice.net.

Our leaflets are produced in different languages and formats. If you would like this leaflet in a different language or format, including large print, please contact us.

What information do we hold and why?

We will initially record your contact details so we can get in touch with you while caring for your loved one. If you decide to use any of our family support services, such as carer support, social work, benefits advice and/or bereavement support, we will collect and record further information about how we are supporting you.

We may also use your contact details to invite you to carer and bereavement events at Prospect Hospice if we feel this is appropriate.

If you request and consent, we are able to provide your children with emotional support. If we are supporting your children, we'll need to collect and record information about how we're helping them too.

We process information about you as a family member or someone who is important to a patient on the legal basis that we have a legitimate interest to enable us to support and advise you while we care for your loved one.

How do we keep your information?

We may keep your information written on paper, entered and stored on a computer, or both.

We hold most of your information on a computer. This makes it easier for our staff to access and share appropriate, accurate and up-to-date information about you. It also ensures you and your family get the support appropriate to you.

All electronic records are stored securely. Our staff only have access to information which is relevant to their role. Each member of staff has their own user ID and password to access information relevant to their role, and this is audited on a regular basis.

So we can access your personal information when we need to, we regularly copy the information recorded on a computer (known as a back-up). We also keep and regularly check a record of anyone who has accessed your information.

Paper records are stored securely in locked filing cabinets in rooms with restricted access.

How do we share and store your information?

From time to time, we may need to share information about you with other agencies who are working with you and your family. This makes caring for you safer, easier and faster. We never pass on your information to external agencies which are not involved directly in your care without your permission.

We will not transfer any personal information outside of the European Economic Area (EEA).

We will keep your data for eight years from our last contact with you, in line with statutory guidance. After this, it will be destroyed securely.

We do not have any statutory or legal obligations to process your data. However, if you do not provide this information, we may not be able to offer you additional care and support.

What are your rights?

As a data subject (someone whose information we process), you have the following rights relating to your personal data:

- Right to access: you can ask us for a copy of your data at any time, free of charge (the right of subject access).
- Right to rectification: you can ask us to correct inaccurate data and add a supplementary statement if you wish. If your personal details change, please let us know by calling 01793 816124.