

You and anyone else we hold information about (those closest to you) are known as a 'data subject'.

As a data subject, you have the following rights relating to your personal data:

- You can ask us for a copy of your data at any time, free of charge (the right of subject access).
- You can ask us to correct inaccurate data and add a supplementary statement if you wish (the right to rectification). If your personal details change, please let us know by calling 01793 816124.
- If you believe the data we hold is inaccurate or unlawful, you can ask us to restrict it from further processing (the right to restriction).
- 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 (the right to erasure – also known as the right to be forgotten).
- If you feel we have mishandled or misused your data in some way, you can complain to the Information Commissioner's Office.

### What are our responsibilities?

We must process your information in line with our registration requirement with the Care Quality Commission and our statutory obligation to NHS England. We can't support or care for you if we don't process personal information about you, including details of your medical history and health.

### 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.

## Privacy Notice - Patients

We have given you this leaflet because we are likely to be involved in your care. It's also possible we will work with other agencies to support your care. As we do this, we will need to hold personal information about you and those important to you and provide information to other organisations involved in your care. We must keep your information safe, secure and confidential. As a data controller, Prospect Hospice is registered with the Information Commissioner's Office (ICO).

The hospice's data protection officer is the Information Manager and Data Protection Lead. If you need to get in touch about your data, you can contact them on 01793 813355 or email [dataprotection@prospect-hospice.net](mailto:dataprotection@prospect-hospice.net).

We produce our leaflets in different languages and formats. If you would like this leaflet in a different language or format, including large print, please speak to the person who gave it to you, or email [communications@prospect-hospice.net](mailto:communications@prospect-hospice.net).

### What information do we hold and why?

We hold various personal details about you, including your contact and demographic information, medical history and ongoing healthcare, and appropriate details about those closest to you.

We process this information on the legal basis of being statutorily obliged to do so. This is in line with the Health and Social Care (Safety and Quality) Act 2015 and the National Health Service Act 2006.

Current regulations on protecting data define healthcare as a 'special category'.

We need to process your healthcare data so we can provide health and social care and treatment, and to manage health and social care systems.

### 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 you need.

All electronic records we hold on a computer are stored securely. Each member of staff has their own user ID and password to access information relevant to their role. Our staff do not access information that isn't relevant to their role.

So we can always 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.

We keep paper records securely, storing them 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'll never give your information to external agencies not directly involved 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 10 years from our last contact with you, in line with statutory guidance. After this, we'll destroy it securely. However, there may be situations when we need to keep your data for longer, for example, if there was a serious incident.

We have a 'Caldicott Guardian'. A Caldicott Guardian is a senior person responsible for making sure patient information is confidential and that we share data appropriately. If you want to know more about how we use your information, we'll happily answer your questions.

We may give your personal health data to people who need to know about your health, for example, a carer or social worker. We'll usually only give this information to them if you agree, and they need it to treat or care for you.

We won't usually share your personal health information with people who don't need it, such as a relative, carer or friend, unless you've permitted us to do so. If you can't decide for yourself or tell others your decisions, the law allows someone to see your records and discuss your care if:

- You have given them a 'personal welfare power of attorney'
- A court has appointed someone as your independent court appointed deputy.

However, the person allowed to see your health information can only see data they need to decide on your healthcare. They won't receive information that staff feel would harm your health and wellbeing, or that of others.

### What are your rights?