

Hospice at Home Privacy Notice

Who we are

Hospice at Home Carlisle and North Lakeland (Hospice at Home) is a local charity which provides high quality care and support for adults who have palliative and end of life care needs, whilst also supporting their family and carers. The charity covers the North and East of Cumbria.

The service employs Registered Nurses, Health Care Assistants, Assistant Practitioners and Health Care Professionals, Fundraising and Finance staff; we also work with volunteers throughout the organisation.

Terms and definitions

The General Data Protection Regulation 2018 (GDPR) defines the laws governing the protection of personal identifiable information (PII). Throughout this privacy notice we may use words such as data and information in reference to PII.

When we draw specific attention to 'sensitive information' we are referring to the types of information highlighted by the law as requiring additional protection and consideration when processing. An example would be information relating to health and medical needs.

We also use the words process, share, record, use, collect and store to describe the handling of personally identifiable information.

Why your personal information is so important?

Hospice at Home must protect the privacy rights of all individuals. This means when a person chooses to share their information with us, we must keep it safe with strong security measures.

It is the responsibility of Hospice at Home staff and volunteers to protect against unauthorised processing of information and against accidental loss, destruction and damage. Hospice at Home have an expectation that our third-party organisations that process data on our behalf match and demonstrate the same high standards as set out in this notice.

What are your rights?

The rights of everyone protected by law:

- The right to be informed about the processing of your personal information
- The right to have your personal information corrected if it is inaccurate and to have incomplete personal information completed
- The right to object to the processing of your personal information
- The right to restrict the processing of your personal information
- The right to have your personal information erased (the 'right to be forgotten')
- The right to request access to your personal information and to obtain information about how we process it
- The right to move, copy or transfer your personal information ('data portability')
- Rights in relation to automated decision making which has a legal effect or otherwise significantly affects you

What is our legal basis for processing your personal information?

Processing of your personal information is necessary for the purposes of carrying out our obligations as a health care provider, this is necessary for reasons of substantial public interest, on the basis of Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject.

We do not require explicit consent of patients to process their personal data if the purpose falls within the legal basis of GDPR and where we have legitimate interest to do so.

Why information is collected from those we support

- To safely care for the people using Hospice at Home services
- To show the Hospice at Home's impact to regulators and grant funders
- To develop insights on the quality and effectiveness of our services

How long do we hold your data for?

We will aim not keep your personal data for longer than we need it for legitimate purposes.

Information is retained in line with the NHS Records Management Code of Practice 2016 which you can read about on the NHS Digital Website. <https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/records-management-code-of-practice-for-health-and-social-care-2016>

Given the variety of Service Users' and Supporters' personal data that we use and the varying circumstances in which we use it, it is difficult to specify ahead of time precisely how long we will keep particular items of personal data. We will always keep your personal data for as long as we are required to do so under legal, accounting, reporting or regulatory requirements.

Providing Hospice Care in your Home

Hospice at Home Carlisle and North Lakeland is a Company Limited by Guarantee Registered in England & Wales No. 04609579

Registered Charity Number 1095708

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