

## Hospice at Home Service User Privacy Notice

### What is our legal basis for processing your personal information?

Processing of patient information comes under Public Task in connection with your health care and is necessary for the purposes of health and social care.

### Why do we collect personal information?

The staff caring for you need to collect and maintain information about your health and treatment so that you can be given the best possible care. This personal information can be held in a variety of formats, including paper records, electronically on computer systems.

### How do we store and share information of people we support?

We use EMIS, an electronic patient records system to store clinical information about people supported by our services. The system is password protected and only accessed by those who have a legitimate reason to do so. Access is audited.

Under direct care your health care records may be shared with other healthcare organisations. However, we will not disclose any health information to third parties without your explicit consent unless there are circumstances, such as when the health or safety of others is at risk or where current legislation permits or requires it.

Hospice at home is a partner in the Great North Care Record (GNCR), we need to request and share your information from and with other relevant parties who are part of your care and ongoing support network.

Full details of the member organisations of the GNCR, what data may be viewed across the GNCR network, and what are the benefits to being part of the GNCR are available from the GNCR website – <https://www.greatnorthcarerecord.org.uk/>

If you have any objection to being part of the GNCR you can contact the GNCR helpline on 0344 811 9587 and speak to a member of our team. In order to log and process your objection we are required to collect some basic demographic information about you. We will always seek to comply with your request, but in some circumstances, we may have to use your information to comply with our other legal duties.

### What types of information are collected?

All information we collect will be necessary for delivering care to people. Information such as:

- Full name, address, date of birth, services used, healthcare services, gender identity, ethnicity number, email address, government services and location data.

Some of the above information is classed as Special Category Data. Special category data is personal data which the GDPR says is more sensitive, and so needs more protection.

We would process special category data in accordance with GDPR law Article 9 (2) (h):

“Processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of Union or Member State law or pursuant to contract with a health professional and subject to the conditions and safeguards referred to in paragraph 3”.

## Visiting the Hospice at Home premises

### Reception

In general, the Hospice at Home reception team use paper record systems to log calls, records of visitors, staff and volunteers present in the building with information being retained only for its purposes. Paper records are shredded when they're no longer needed.

We process the information in relation to keeping people on the premises safe.

### Recording of staff

Hospice at Home is committed to prioritising the privacy, confidentiality, and dignity of our beneficiaries and staff. To maintain a respectful environment and ensure the highest level of care, the recording, filming, or photography of staff providing care is strictly prohibited without explicit consent. This policy aims to protect the privacy of all parties involved while fostering an atmosphere of trust and professionalism within our organisation.

### National Data Opt-Out

The national data opt-out was introduced on 25 May 2018, enabling patients to opt out from the use of their data for research or planning purposes, in line with the recommendations of the National Data Guardian in her Review of Data Security, Consent and Opt-Outs. Patients can view or change their national data opt-out choice at any time by using the online service at [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters) or by calling 0300 3035678.

By 2020 all health and care organisations are required to be compliant with the national data opt-out policy. NHS Digital and Public Health England are already compliant and are applying national data opt-outs.

## **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  
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