

## Patient Privacy policy

### **About Us**

Teesside Hospice is a registered charity (charity no. 512875) and a company limited by guarantee (registered in England no. 01642201) based at 1 Northgate Road, Linthorpe, Middlesbrough, TS5 5NW.

Teesside Hospice Trading Company Ltd is a wholly owned subsidiary company (registered in England no. 02265205) which trades on Teesside Hospice's behalf for the sole purpose of raising funds for the hospice.

Teesside Hospice believes that nobody should have to face a life limiting illness alone and that's why we are here to offer support every step of the way. We help local people with cancer, heart disease, Parkinson's disease, Motor Neurone disease or a respiratory disease, or any other life limiting illness get the care they deserve at the time when they need it most.

Care, compassion, dignity and choice is at the heart of everything we do. Our aim is to reach and improve the lives of as many local people as possible living with cancer and any other life limiting illnesses.

For more information please see our website: <https://teessidehospice.org>

This privacy notice explains how we use and share your information. We are committed to protecting your privacy so we make sure we protect any personal information you give us.

If you have any questions or concerns about how we handle your information please contact our Data Protection Lead on 01642 811062.

### **How we keep your personal information safe and secure**

Personal data means any information about an individual from which that person can be identified. It does not include data which has been anonymised, such that a person's identify has been removed.

We take our duty to protect your personal information and confidentiality very seriously and we are committed to complying with all relevant legislation and take all reasonable steps to ensure the confidentiality and security of personal data for which we are responsible, whether electronic or paper. All staff receive mandatory training in handling personal data. All computers are password protected and your electronic record SystmOne can only be accessed by approved staff with an NHS Smartcard (Chip & Pin). The information you provide will only be seen, accessed or shared by those staff involved in your care.

### **Legal basis for the processing of your data**

We do not rely on consent to use your information as a 'legal basis for processing'. Teesside Hospice relies on specific legal provisions under the General Data

Protection Regulation (GDPR), within Article 6 and 9 to lawfully provide you with healthcare in accordance with:

Personal data under Article 6(1)(e) "Necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in Teesside Hospice (Data Controller)" and occasionally 6(1)(d) "when it is necessary to protect the vital interests of a person who is physically or legally incapable of giving consent"

Sensitive personal data (Health Records) under 9(2)(h) – "Necessary for the reasons of the provision of health or social care or treatment or the management of health or social care systems" and occasionally 9(2)(c) "when it is necessary to protect the vital interests of a person who is physically or legally incapable of giving consent"

### **What information do we collect?**

The types of personal data that we collect and process include

- Your name, date of birth, address, email address, contact numbers, NHS numbers, next of kin etc.
- GP details including other healthcare professionals involved in your care.
- Healthcare records with details about your health, diagnosis, treatment, care, any allergies, and medications.
- Contact we have had with you such as appointments, in-patient and spells
- Results of x-rays, scans and laboratory results
- Visitors log

By the nature of what we do, we may need to process personal sensitive data for clinical purposes as defined by the GDPR includes:

- Racial & Ethnic origin
- Political opinions
- Religious or other beliefs of a similar nature
- Membership of trade unions
- Physical or mental health conditions
- Sexual life / Sexual Orientation
- Genetic Data
- Biometric data

### **Sources of information.**

Your information may come directly from you, a loved one, family member or other legal guardian. Other information about you in relation to your health or that is required to enable us to provide you with healthcare may be provided directly or indirectly from your GP, health professional or from the NHS.

### **How your personal information is used?**

Your records are used to provide you with high quality, safe and effective patient care and work effectively with other professionals that are providing you healthcare within our In-patient unit, Day Hospice, Lymphoedema, Counselling and Out-Patient

Clinics and through our Out-reach team within your own home. Teesside Hospice uses your contact details to communicate with you about your healthcare and appointments in the form of letters, voice messages (telephone & Mobile), by text message or email. We also need to know who to contact in the event of an emergency. However, you do have the right to say "no" to our use of your information but this could have an impact on our ability to provide you with care.

### **Keeping your information up-to-date**

It is essential that the details we have are accurate and up to date. Always check that your personal details are correct and inform us of any changes as soon as possible so that we can update your personal information.

### **How do we store your information?**

Your information is primarily stored on the Electronic Patient Record – SystmOne. We may, however, also hold some information in a paper record (medication charts / Counselling records) and within Teesside Hospice's secure databases. We have done our best to protect your personal data, and ensure that it will be held in compliance with current data protection regulations.

### **How long will we keep your personal information?**

We will not keep your information for longer than is necessary in accordance with the NHS Records Retention Schedule found on the NHS digital website and in THCF HR POL 2 Records Management Policy.

An example of this is:

- Adult healthcare records – 8 years after your last contact with the service.

### **Sharing your information.**

Teesside Hospice shares information about you with others directly involved in your care. Everyone working in Teesside Hospice has a legal duty to keep your information about you confidential. Similarly, anyone who receives information from us also has a legal duty to keep it confidential.

Information stored on your Electronic Healthcare Record (SystmOne) may be shared externally with other professionals which may be involved in your direct care, e.g. GP's, District Nurses, Community Palliative care teams, Ambulance service, Out of Hours services, and social care services. The sharing of this information means that everyone caring for you is fully informed about your medical history, including medication and allergies and improves communication and the co-ordination of services and care based on your individual needs.

When you attend the hospice you will be asked for your consent to share the information in/out.

- SHARING IN – Do you consent for Teesside Hospice to view information recorded by other SystmOne services involved in your care?
- SHARING OUT – Do you consent for your information recorded at Teesside Hospice to be seen by other SystmOne services involved in your care?

**YOUR RIGHTS** – At any time YOU CAN refuse/withdraw consent, in full or in part to sharing your record.

We will not disclose your information to any other third parties without your consent unless there are exceptional circumstances, such as if the health and safety of other is at risk or if the law requires us to pass on the information.

We will also share some of your details with companies who will need it, in order to provide appropriate medical or other equipment to you. For example, Home Oxygen suppliers and compression garment manufacturers.

As Clinical, fundraising and Human Resources information is collected for different purposes, we do not pass information between the different systems in order to protect your confidentiality unless you have given your consent for us to do so. The only exception to this is when a patient dies we will inform fundraising to ensure that any supporters who have died while receiving care with Teesside Hospice are not contacted inappropriately causing distress to the family.

Where Next of Kin or family details are provided within clinical services, this information is used so that we are able to contact you, if you are needed in an emergency. Your information will not be passed to fundraising without your consent. However information is passed onto our Social Worker when a patient dies to enable an offer of bereavement support to be made directly to a patient's loved ones. Within this letter there are details of how relatives and Next of Kin can keep in touch via our newsletter.

### **Other ways in which we use your information.**

We also use information about you to:

- Check the quality of healthcare, such as clinical audit, for training and service improvement
- Help investigate any concerns or complaints you or your family have about your healthcare.
- National & Regional Statutory reporting
- Statistical purposes.

- Ensure that our service can meet patient needs in the future, service development.
- We may also ask you to complete a questionnaire about the care you have received from us.

We use **anonymised information** wherever possible, but on occasions we may use personal identifiable information for research and auditing. However, this information will only be used with your explicit consent.

We employ CCTV on our site in order to protect staff, patients, visitors and Teesside Hospice property, provide a deterrent and provide evidence to take criminal or civil court action and help provide a safer environment. We will only share these images if required to do so by authorised bodies, for example the Police who will only use it for crime detection, prevention or investigation. Images and audio will not be released to the media for entertainment purposes or placed on the internet for public viewing.

## **Your rights**

- Fair Processing – know what personal information of yours is being processed, the lawful basis, who is processing your information, the purpose of processing and how long your information is stored for.
- To object – To restrict how and with whom we share information in your record that identifies you.
- Rectification of your personal information – to rectify inaccurate personal data.
- To be forgotten / erasure
- To restrict the processing of your personal information
- To data portability – to request copies of information in a useful format
- To Object to automated decision-making and profiling;
- Access to your personal information (Subject Access Request);

## **Website – Cookie / IP address use**

For information on the use of cookies and IP addresses when you use our website please refer to the Privacy and Cookie Policy at <https://teessidehospice.org>

## **Updates or changes to the privacy policy**

We reserve the right to make changes to this Privacy Policy. Each time you visit this site you should check this Privacy Policy to check that no changes have been made to any sections that are important to you.

## **Complaints**

If you have any questions or concerns about this privacy policy and our privacy practices or if you wish to file a complaint, or exercise your rights please contact us by calling 01642 811060.

You have the right to lodge a complaint with the Information Commissioners Office (ICO) if you believe your data has been processed in a way that does not comply with the GDPR. Teesside Hospice's Registration Number is Z3418919. You can do so by calling the ICO helpline on 0303 123 1113 or via their website [www.ico.gov.uk](http://www.ico.gov.uk).

Teesside Hospice's Data Protection & Information Governance Lead is responsible for ensuring that Teesside Hospice complies with the GDPR and can be contacted on 01642 811062.