



Lindsey Lodge Hospice Privacy Policy

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1. Introduction

This policy is written in accordance with the Data Protection Act 1998 and the General Data Protection Regulation 2018. Lindsey Lodge Hospice is the data controller in respect of all personal data collected by us on this website or otherwise.

2. Our commitment

Lindsey Lodge Hospice is committed to protecting the privacy of everyone who uses our services; patients and carers; employees and volunteers; donors and supporters.

We will always store your personal information securely. We will use it to communicate with you in the way(s) that you have agreed to. Your data may also be used for analysis purposes so that we can provide the best service possible

Under the Data Protection Act 1998 and the General Data Protection Regulation 2018 you have a right to know who holds personal information about you and request a copy should you wish to do so. Our intention is to be compliant, user friendly and to ensure our supporters only receive information they are interested in.

3. What is personal information?

Personal information is anything that identifies you. This includes your name, date of birth, address and postcode. It can also include information about your care.

4. Why do we collect data about you?

The legal basis for the collection and processing of your personal information is that you have given us consent and/or that it is our legitimate interest to do so in order to support hospice needs in the area and your rights and freedoms are not prejudiced by this.

Depending on our relationship with you; patient, carer, volunteer, donor, employee we will process your information for the purposes of:

- **Administration** - to provide you with the services you request (including taking payments) and to communicate with you
- **Personnel matters** (where appropriate)- to administer your employment or voluntary work where you become an employee or volunteer
- **Fraud prevention** - to detect and reduce fraud and credit risk
- **Charity regulation** - to comply with our obligations as a charity
- **Fundraising** - to administer any donations (including taking payments) you agree to make including any Gift Aid requirements
- **Care** -to give you the correct care and treatment while attending Lindsey Lodge Hospice.

5. What sort of information do we hold about patients?

- Your name, address, date of birth, next of kin
- Your symptoms, previous illnesses, and diagnosis

- Results of investigations and tests
- Contact we have had such as home visits, attendance to our day services, admissions to the hospice
- Relevant information from those who care for you and know you well, such as relatives and health professionals

6. What sort of information do we hold on our fundraising database?

- Your name, address and date of birth
- Contact details
- Communication preferences
- Bank Account details
- Gift Aid information
- Relationship to Lindsey Lodge

7. What do we use this information for as a patient?

- To provide appropriate care by giving the staff caring for you access to up to date and accurate information
- To share with other professionals who may become involved in your care such as community nurses and your GP.
- To help staff review and improve the quality of your care
- To train and educate staff
- To help us when investigating queries and complaints
- To manage and plan for future care services
- To contact your next of kin

8. What do we use this information for on our fundraising database?

To keep you updated with all things hospice related which includes the following activities:

- News
- Events and challenges
- Lottery
- Superdraw
- Campaigns
- Income generation
- Profiling
- Relationship building

9. Accessing NHS Records

Lindsey Lodge Hospice is a local, independent charity. We are not part of the NHS but we do work very closely with all NHS services in the North Lincolnshire area. We are also part of the NHS records system. This allows us to share information securely with your GP and other care professionals. In accordance with NHS

guidance, the hospice has an appointed Caldicott Guardian; a senior member of staff responsible for protecting patient confidentiality and enabling appropriate sharing.

10. Sharing Information about you

We will not sell your personal data to anybody.

We may share your information with associated third party organisations such as MacMillan Cancer Support and other care providers. If you are on our fundraising database your information may be shared with services such as our lottery provider. In these circumstances, we will ensure that your personal data is properly protected and that it is only used in accordance with this privacy policy.

The sharing of sensitive personal information is strictly controlled by law. We will consult you before information about you is shared to ensure we act with your consent.

With your consent, information may be shared with:

- Other professionals involved in your care
- Your relatives, partners or friends who act as a carer for you
- Social services and local authorities
- Voluntary sector providers
- Regulators

We are sometimes asked for medical reports by solicitors. In these cases, we will always obtain your written consent to disclose the information.

There may be times when we need to share information **without consent** e.g:

- Where there is risk of harm to you or other people
- Where we have been instructed to do so by a court
- To control infectious diseases
- Where we believe that the reasons for sharing are so important that they override our obligation of confidentiality (for example, to support the investigation and prosecution of offenders or to prevent a serious crime)
- Where we are legally required to do so

11. What if I cannot make the decision myself?

If you are no longer able to make decisions yourself, for example this maybe because you are to unwell or your condition has affected your memory, we will share information with either your next of kin or designated power of attorney for health and welfare.

12. Links to other websites

When using Lindsey Lodge Hospice website you may open links to other websites that are not controlled by us. These links are provided for your convenience. We are only responsible for our privacy practices and our security and cannot be held responsible for the privacy of information collected by websites not managed by us.

13. How do we keep your records confidential?

Everyone working for Lindsey Lodge Hospice follows strict policies around confidentiality and storage of information. We have a duty to :

- Maintain full and accurate records of the care we provide to you
- Keep records about you confidential, secure and accurate
- Provide information in a format that is accessible to you (for example in large type if you are partially sighted)

In most cases we will only have personal information that you have provided to us unless you have allowed third party organisations share information with us.

SystemOne is a clinical computer system. It lets NHS staff record patient information securely using a smart card. All electronic records can only be accessed by staff members who have a smart card. A smart card is like a bank card with a chip and PIN. An electronic record is maintained of those individuals who have accessed your records.

14. Data Retention

We will normally keep your personal data for five years. If after this point, you have not supported us or taken part in any of our events or activities we will keep only minimal personal data on a suppression list to ensure we can respect your preferences in the future.

We expect to contact you at least every two years to ensure you are still happy to hear from us according to the preferences you have provided.

Patient records are kept for a minimum of 8 years after either discharge or death. If the information is held on an electronic system such as SystemOne the file will be closed and made inactive after this time.

15. Anonymised information

Some information we have to share for statistical purposes and in these instances we take strict measures to ensure you cannot be identified.

Information may also be used for approved research projects. In most instances the information will be made anonymous so that you cannot be identified. If this is not possible, we will seek your permission or request approval from the Health Research Authority Confidentiality Advisory Group.

16. Can the fundraising team access my clinical information?

No, the fundraising team holds a completely separate database for people who donate to Lindsey Lodge Hospice. They cannot see or access clinical information.

If you or your family makes a donation to the hospice you will automatically be added to the donor database. Periodically, we will send information with news, events and ways you can support us. You can opt out of receiving fundraising information at any time.

17. Your rights

- **Access** - you have the right to receive a copy of the personal data that we hold about you. We will require proof of identity and proof of authority if the request comes from someone other than the person whose data we are asked to provide. This will ensure we only provide information to the correct person. Requests will normally be responded to within 10 days.
- **Withdraw consent to direct marketing** - you have the right to withdraw consent at any time and can update your preferences by giving us a call on 01724 270835 or emailing fundraising@lindseylodgehospice.org.uk
- **Erasure** - where we have no lawful basis for holding onto your personal data you may ask us to delete it

If you have any concerns or complaints about how we are handling your personal data please do not hesitate to get in touch with us by emailing enquiries@lindseylodgehospice.org.uk or calling 01724 270835.

REFERENCES:

Data Protection Act 1998 and the General Data Protection Regulation 2018.

Lead Author: Kate Conway

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