

How St Luke's Hospice Plymouth manages your personal information



This leaflet explains why St Luke's collects personal information about you and how we will use it to deliver the best possible care.

www.stlukes-hospice.org.uk



Information Protection

How we use and protect your private information

Why and how do we collect your information?

We may ask for or hold personal confidential information about you which will be used to support delivery of appropriate care and treatment. The legal basis for holding this is that it is necessary for the performance of a task in the public interest. These records may include basic details, such as name, address, date of birth, next of kin, contact we have had, details of treatment and care, test results, plus information from people who care for you and know you well, such as health professionals and relatives. It may also include personal sensitive information, such as sexuality, race, religion or beliefs, disabilities, allergies or health conditions. This information assists staff involved in your care to deliver appropriate treatment and care to meet your needs. Information is collected in a number of ways - via your healthcare professional, via the hospital, referral details from your GP or directly given by you.

How do we use this information?

We use this information to help inform decisions that we make about your care, ensuring your treatment is safe and effective and to work effectively with other organisations who may be involved in your care. To ensure our services can meet future needs. To review care provided to ensure it is of the highest standard possible. To train healthcare professionals. For research and audit. Where possible, when using information to inform future services and provision, non-identifiable information will be used. It helps you because accurate and up-to-date information assists us in providing you with the best possible care.

How is information retained and kept safe?

Information is retained in secure electronic and paper records and access is restricted to only those who need to know. The Data Protection Act 2018 regulates the processing of personal information, and strict principles govern our use of information and our duty to ensure it is kept safe and secure. St Luke's Hospice Plymouth is registered with the Information Commissioners Office (ICO).

How do we keep information confidential?

Everyone working for St Luke's is subject to the Common Law Duty of Confidentiality, the Data Protection Act 2018 and the General Data Protection Regulations. Information provided in confidence will only be used for the purposes to which you consent, unless there are other circumstances covered by the law. Under the Confidentiality Code of Conduct, all staff are required to protect information, inform you of how your information will be used and allow you to decide if and how your information can be shared. All our staff are required to undertake annual training in data protection, confidentiality, and IT/cyber security, with additional training for specialist teams, such as healthcare staff, data protection officers and IT staff.

Who will the information be shared with?

To provide you with the best care possible, sometimes we will need to share information about you with others. We may share your information with a range of health and social care organisations and regulatory bodies. Information sharing is governed by specific rules and law.

Sharing information with non-NHS organisations

We may also need to share information from your records with non-NHS organisations. We will not disclose any health information to third parties without your explicit consent, unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires the disclosure of information. Non-NHS organisations may include, but are not restricted to: Social Services, local authorities, the police and private sector providers. You have the right to refuse/withdraw consent to information sharing at any time. We will fully explain the possible consequences to you, which could include delays in you receiving care.

Can I access my information?

Under the Data Protection Act 2018 and the General Data Protection Regulations 2016 a person may request access to information (with some exemptions) that is held about them by an organisation. For more information on how to access the information we hold about you, please visit www.stlukes-hospice.org.uk/data

Contacting us about your information

Each organisation has a person responsible for protecting the confidentiality of your information and enabling appropriate sharing. This person is known as the Caldicott Guardian. You can contact St Luke's Hospice Plymouth Caldicott Guardian by using the Contact Us section of our website.

If you need any further information please contact the Data Protection Officer at dpo@stlukes-hospice.org.uk or write to us, St Luke's Hospice Plymouth, Stamford Road, Turnchapel, Plymouth, PL9 9XA

Further Contacts and Information

If you have any questions, then we would be happy to discuss this further with you. Our contact details are below:

Information Governance Team | infogov@stluke-hospice.org.uk

Information Commissioner's Office | www.ico.gov.uk

Care Quality Commission | www.cqc.org.uk

Health and Social Care Information Centre

St Luke's Hospice Plymouth

Stamford Road

Turnchapel

Plymouth

PL9 9XA

Telephone: **01752 401172**

Originator: JJC

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If you need this leaflet in any other formats or languages, including braille, please contact us and we will provide as necessary.



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