



Service Users Privacy Notice

This privacy notice applies to any patient or client who receives care or support from St Michael's Hospice, including their family member and friends whom we have contact with as a result of that care. This notice is to let you know what we do with the information you provide to us and why we need it.

Who are we?

St Michael's Hospice Hastings & Rother is a registered charity (no.288462) Registered in England and Wales on 5th March 1991, Company Number: 1776496. The Hospice has two subsidiary companies, St Michael's Hospice Lottery, Company Number 3351501 and St Michael's Hospice (Retail), Company Number 2404963 which are incorporated in the UK for the purposes of generating income for charitable purposes.

We provide high quality, responsive palliative care and bereavement support across Hastings and Rother and work collaboratively with others to improve end of life care for all.

What information do we collect from you?

To carry out our duties as provider of health care and wellbeing services we collect information about you that enables us to meet regulatory and contractual obligations and ensure the effective management of the Hospice. This includes processing that allows us to provide the most appropriate service, care and support, providing information for statistical and audit purposes and ensuring that all health and safety standards are met.

The personal information we collect may include one or more of the following:

1. Your name
2. Home Address
3. Telephone Numbers
4. E-mail address
5. Next of Kin Details
6. Lasting power of attorney contact details
7. Advocate contact details
8. Emergency Contact details
9. Date of Birth
10. Gender
11. National Insurance Number
12. National Health Service/Hospital Number
13. Nationality

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14. Health Conditions or disabilities,
15. Information about past medical history, including medical notes from other clinicians and care providers
16. Information about past medicines and treatments
17. Information relating to risks that need to be considered in relation to your safety and the safety of those who provide support or care
18. Allergies
19. Correspondence with us
20. Information about care planning, wishes and preferences for care and treatment.
21. Any information you choose to share with us, including information about your sexual orientation, ethnicity and religion

If you use our website to access further information about the Hospice, please see our website Privacy Notice. It can be found at <http://stmichaelsospice.com/privacy-notice>

How do we use the information we collect about you?

We use your personal data for a number of purposes including the following:

- The provision of healthcare and support
- To contact you to offer support if you are a carer
- To contact you to support you in bereavement

Under the Data Protection Act 2018 we are permitted to process your information for one or more of the following reasons:

- you have provided consent
- it is necessary for us to be legally compliant
- to fulfil contractual obligations
- it is in the vital interest of an individual
- there is a legitimate interest to do so (e.g. in our role as a provider of health care an employer)

The Hospice will carry out a Legitimate Interest Assessment (LIA) for cases where legitimate interest is being used as a basis for processing information.

We will never share or sell your information to third parties for marketing purposes or for any unjustifiable reason.

We will provide your information to authorised parties as appropriate, e.g. East Sussex Healthcare Trust, Care Quality Commission, pharmacy supplier, Continuing Health Care; Sara Lee Trust, only with the information they need to deliver the



relevant service. In addition, if there is a legitimate business interest we will share appropriate information within the organisation.

How do we protect your information?

We don't keep your information for longer than is necessary for the purposes for which it is processed. This is in accordance with our Data Protection policy which adheres to the Data Protection Act 2018.

We have IT systems that we use to keep your information safe and secure. Where this information is on a database that is not hosted by the Hospice, we have service contracts with providers that give assurance of compliance with the relevant legislation and standards for data security.

Where your information is not kept electronically we have security measures, policies and an audit process in place to ensure your information remains secure, not retained or processed unless there is a documented justifiable reason and is only shared on a "needs to know" basis.

How long do we keep your information?

The length of time that we will retain your information will vary depending on the nature of the record. Our Data Protection policy specifies the length of retention period for specific information and this is determined either by statutory guidance or best practice. A copy of our Data Protection policy can be requested by sending an email to DPO@stmichaelshospice.com

What are your rights over your information that you have provided to us?

Under the Data Protection Act 2018, you have the right to:

- Access your personal data by making a Subject Access Request
- Request rectification, erasure or to restrict your data
- Right to object to the processing of your data
- Data portability-right to request transfer of data
- Make a complaint to the organisation that processes your information (St Michael's Hospice) or the Information Commissioners Office (ICO).

All requests will be considered and complied with in line with the ICO guidance.

We want to make sure that your personal information is accurate and up to date.

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Please let us know if your details change by contacting:

Clinical Administration Team

St Michael's Hospice
25 Upper Maze Hill
St Leonards on sea
East Sussex
TN38 0LB
e-mail: clinicaladmin@stmichaelshospice.com
Tel: 01424 456607

If you need to make a complaint or require further information on how your data is processed, please contact:

Data Protection Officer

St Michael's Hospice
25 Upper Maze Hill
St Leonards on sea
East Sussex
TN38 0LB
e-mail: DPO@stmichaelshospice.com
Tel: 01424 457984

You may also contact the Information Commissioners Office (ICO) if you are concerned, or unhappy with how the Hospice is processing your data. You can do this by reporting a concern on the ICO website <https://ico.org.uk/concerns/>

Changes to this privacy notice

From time to time, we may need to update this privacy notice to ensure it meets any changes to regulations or reflects any changes to the way we manage your information. Please ensure you review the latest privacy notice that can be accessed on our website or on our HR Information system.