



LONGFIELD

Community Hospice Care

Patient and Carer Privacy Notice

Longfield is committed to protecting your privacy. This privacy notice sets out how we collect, use and protect the personal information you provide to us, whether online, via phone, email, in letters or in person.

When you provide or we collect information by which you can be identified, then it will be used in accordance with this privacy notice and all applicable data protection laws. This privacy notice applies to prospective, current and former patients and prospective, current and former family members, carers or friends of patients, where their personal information is processed by Longfield.

This privacy notice explains:

- What information we may collect about you
- How we may use this information
- How this information is stored
- How long we keep your information
- Whether we disclose this information to anyone else
- Your choices regarding the information you provide to us
- Your rights
- How to contact us, and
- Changes to this privacy notice

This privacy notice may be updated so you may wish to check it each time you supply personal information to Longfield.

If you do not agree to the processing of your information according to this notice, or you have queries in relation to it, please let us know by contacting us by email, telephone or post as detailed in the "How to contact us" section at the end of this privacy notice.

This notice is effective from June 2018.

What information we may collect about you

If you are referred to our services we will collect information from you and may also receive it from other healthcare providers, such as your GP, hospital (acute and community), charitable and social care providers, mental health trusts and learning disability services. If you contact us as a carer, relative or friend of a patient, we will also collect information about you.

If you are cared for or supported by Longfield, the personal and sensitive personal information you provide to us will be used only for the purposes of providing you with services, training or to monitor the impact outcomes for quality of our service.

Longfield will usually gain your consent before it shares or discloses your information with organisations, charities and partners. However there will be occasions when we share or disclose your information without your consent. This will include sharing your information with healthcare professionals, organisations involved in the provision of care, and professional or regulatory bodies. It may involve instances where we are required or permitted by law, regulation or codes of practice to share your information. For example, we will share your information when there are safeguarding issues, suspected criminal activity, or concerns relating to communicable diseases.

If you use our services we will need to collect some or all of the following personal information about you:

- your name, date of birth, contact details (including address and telephone number) and gender
- name and contact details of your next of kin
- names and contact details of carers, family members and significant people in your life
- health and wellbeing information, such as your medical history, medical summaries from GPs and consultants, test results and treatment plans
- where relevant, if you are in receipt of benefits and, on the infrequent occasions that we ask for this information, an attendance allowance
- sensitive personal information such as your race, ethnic origin, sexual orientation and religion
- If you stay on or visit our premises, we may collect your image on CCTV.

How we may use your information

We require your personal information to understand your needs in order to provide you with a responsive and personalised service and in particular for the following reasons:

- to develop an individualised plan of care based on your care needs
- to support timely communication and help coordinate your care
- to provide you with services or information that may benefit you
- to monitor our standards, responsiveness, outcomes, activity and performance (this information may be shared with the Longfield senior management team, Longfield trustees and regulatory bodies (e.g. care quality commission))
- to investigate complaints, claims, and incidents
- to keep you safe when on our premises (CCTV images).

Your personal information will be accessed by Longfield staff who need to access it for the reasons given above. This may include care services staff and volunteers, such as nurses, therapists, counsellors and physiotherapists. Non-care services staff may also access your personal information where it relates to a specific incident, i.e. a complaint or health and safety issue.

The legal basis for processing your personal information

The legal basis for the collection and processing of your personal information is that:

- it is necessary to fulfil the contract that you are going to enter into or have entered into with Longfield
- it is necessary for Longfield's compliance with its legal obligations
- you have given your consent, such as when you agree to partake in research, or
- it is in our legitimate interests or in the legitimate interests of a regulator or another healthcare provider, where this does not outweigh any harm to your rights or freedoms.

Where we have required and obtained your consent to process your personal information, you have the right to withdraw that consent at any time. If you do, it will not affect the lawfulness of any processing for which we had your consent prior to your withdrawing it, but it may impact what services we can provide to you in the future.

How your information is stored

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect about you.

Your personal information is stored on an electronic patient record and, for some services provided outside our Minchinhampton premises, it is also held on paper records covering each episode of care, until it is scanned onto the electronic records. Your patient record is only accessed by appropriately trained staff and volunteers who need to access your personal information as an essential part of their role. All access is tracked through individual login credentials. We take the security of personal information seriously. We employ security technology, including firewalls, and encryption, to safeguard your patient record and have procedures in place to ensure that our paper and computer systems and databases are protected against unauthorised disclosure, use, loss and damage.

We only use third party service providers where we are satisfied that the security they provide for your personal information is at least as stringent as we use ourselves.

How long we keep your information

We will not keep your information longer than is necessary. It is kept in line with national guidelines or requirements according to the purpose for which it is collected. Normally this is for a period of seven years except where you are involved in clinical research, in which case your records are retained for 15 years. More information can be found in our record-keeping policy, which is available upon request.

Whether we disclose this information to anyone else

We have never and will never sell your information or share it with another company or charity for marketing purposes or other purposes not relating to providing you with healthcare.

We keep your information safe and only share it when we are required to by law or we have another legal basis to share it. For example, we may share your personal information with:

- Gloucestershire Care Services, such as the community nursing teams and specialist services (e.g. Parkinson's and lymphoedema)
- GP surgeries predominantly within the county of Gloucestershire
- Gloucestershire Clinical Commissioning Group
- Acute hospital trusts, such as mental health services, and
- Social care providers and, with your consent, other voluntary organisations.

We share information with these organisations as part of your treatment and care or where we are sharing care or making referrals to other organisations as part of our referral service, although we encourage you to contact these organisations yourself, if possible.

Your choices regarding the information you provide to us

You can update or correct your personal information by contacting us and asking us to do it for you (see the section "How to contact us" below). Please include your name, address and/or email address when you contact us as this helps us to ensure that we accept amendments only from the correct person.

We encourage you to update your personal information as soon as it changes. If you are providing updates or corrections about another person, we may require you to provide us with proof that you are authorised to provide that information to us.

Your rights

You have a number of legal rights in respect of your personal information. These include:

- **Right of access:** the right to receive a copy of the personal information that we hold about you. The same right applies to any other person whose personal information you provide to us. We will require proof of identity (and proof of authority if the request comes from someone other than the person whose information we are asked to provide). This will ensure we only provide information to the correct person. We normally expect to respond to requests within one calendar month of receiving them. You may request the information in printed or electronic format (normally csv or pdf) but we will discuss this with you at the time. Requests for access to your personal information should be made in writing using the contact details below.
- **Right to withdraw consent:** the right to withdraw consent to processing of your personal information. Where the only legal basis for our processing your personal information is that we have your consent to do so, you may withdraw your consent to that processing at any time and we will have to stop processing your personal information. Please note that this will only affect any new processing of your information; it does not mean that processing carried out before you withdrew your consent is unlawful.
- **Right of rectification:** if you consider any of your personal information is inaccurate or incomplete, please contact your key worker or care services administrator for it to be updated.
- **Right to restrict processing:** in limited circumstances, you may be able to require us to restrict our processing of your personal information. For example, if you consider what we hold is inaccurate and we disagree, the processing may be restricted until the accuracy has been verified.
- **Right of erasure:** where we have no lawful basis for holding onto your personal information you are entitled to require us to delete it.

- **Right to object:** you have the right to object to the processing of information in certain circumstances.
- **Right to data portability:** in limited circumstances, you may be entitled to have the personal information you have provided to us sent electronically to you for you to provide it to another organisation.

If you have any concerns or complaints about how we are handling your information please do not hesitate to get in touch (see "How to contact us"). You can also contact the Information Commissioner's Office, the UK regulator for data protection, and can find information on how to do this at www.ico.org.uk. Please only contact the regulator if you have already raised your concerns with us and we haven't been able to resolve them to your satisfaction.

How to contact us

Website: <https://www.longfield.org.uk/>

Email: info@longfield.org.uk

Post: Longfield, Burleigh Lane, Minchinhampton, GL5 2PQ.

Phone: 01453 886868

Changes to this privacy notice

Privacy laws and practice are constantly developing and we aim to meet high standards. Our policies and procedures are, therefore, under continual review. We may, from time to time, update our security and privacy policies.

This privacy notice is also reviewed regularly so we suggest that you check this page periodically to see our latest version.