

## Information security

Your personal data will be held in secure conditions within the European Economic Area in line with the Hospice's 'Health Record Retention Schedule'. Which is available on the Cornwall Hospice Care website [Our conduct & policies - Cornwall Hospice Care](#)

## Your rights under the UK GDPR

You have the right to be informed that we hold data about you, the right to access this information, to request rectification if it is incorrect, erasure i.e. to be forgotten, to data portability, to object to the processing of your data and rights related to automated decision making including profiling.

Full details of these Rights can be found on the Information Commissioners website at: [A guide to individual rights | ICO](#)

## Any concerns?

Cornwall Hospice Care is committed to data protection and we have safeguards in place to ensure your information is properly looked after in line with current legislation, NHS codes of practice and professional codes of conduct. If you have any concerns regarding the use of your medical or personal information or for any further information please speak to a member of the clinical team.

## Additional information

Should you require additional information regarding how your information is collected, used, shared, stored or processed please contact the:

Cornwall Hospice Care

Data Protection Officer at:

[infogov@cornwallhospice.co.uk](mailto:infogov@cornwallhospice.co.uk)

Or

write to Mount Edgcumbe Hospice.

## Cornwall Hospice Care comprises two hospices:

### Mount Edgcumbe Hospice

Porthpean Road

St Austell

Cornwall

PL26 6AB

01726 65711

and:

### St Julia's Hospice

Hayle

Cornwall

TR27 4HW

01736 759070



# Your Information

# Fair Processing Notice

# Information for Patients and Carers

## Your medical and personal information:

Cornwall Hospice Care is responsible for the security of all the information it holds and uses. It takes seriously the need for confidentiality, the safe-guarding of personal information and the vitally important aspect of trust in a professional caring relationship.

### Sharing for care

We also recognise the importance of sharing medical information about people in our care with the other health and social care professionals involved in their care. The information you give us may be recorded on both computer and paper records; and with your permission we may share that information for the purposes of your direct care with, for example:

- General Practitioners
- Community Nursing and Integrated Care Teams
- Colleagues at NHS Hospitals
- Cornwall Council
- Mental Health Services
- Hospice Volunteers (information to volunteers is on a strict 'needs to know basis' in order to ensure your safety and theirs)

## Confidentiality

All members of staff employed by these agencies are bound by legislation and by the common law duty of confidentiality which means that information that you provide to us must be held in confidence and not shared with anyone else unless:

- They are legally obliged to disclose the information to another organisation or person.
- You provide consent to share the information to anyone else
- Protocols are in place permitting partners to share information about you to support any intervention or service provided for you.

## Consent

You may withdraw your consent to sharing your information at any time but this may affect the care or services available to you, please tell us if you would prefer us not to share your information.

## Complaints

Should you wish to make a complaint regarding the use of your information please speak to a member of staff, or directly to the Information Commissioner's Office – <https://ico.org.uk/global/contact-us/>

### Other uses of your information

We may use the personal information that you have given to invite you / your next of kin to attend Hospice support initiatives that may be appropriate. As with all other sharing information we hold, we respect your right to withdraw this consent at any point

Your medical information may also be used to support clinical audit, education or other work aimed to monitor the quality of care provided. However all personal identifiers are removed to ensure confidentiality and anonymity.

### Copies of your information

We are happy to give you copies of all written communications to GPs or others. Please tell us if you would like this.

Under the Data Protection Act (2018) and the UK General Data Protection Regulations (UK GDPR) you have the right to request a copy of your information. Please speak to a member of staff if you would like to do this.