

Clients & Client's Representatives Privacy Notice

This privacy notice is intended to let you know how and why we use client and client representatives data we receive. You don't need to do anything – but please read this notice carefully. We may update this notice from time to time, so please check it regularly.

Who we are

Oakhaven Care Companies House No: 08409572 Registered office: Lower Pennington Lane, Lympington, Hampshire, SO41 8ZZ.

We are committed to protecting your privacy and will only use personal data that we collect in line with all applicable laws, including the General Data Protection Regulation (GDPR).

What data do we collect?

Personal data we collect may include one or more of the following:

- Client details, such as Name, address, telephone number, email address
- Client Health Care Records (electronic or paper) with consent
- Client GP details (plus other involved health care professionals)
- Client representative details, such as Name, address, telephone number and email address

In addition, we may need to contact other agencies for relevant health or social care information for the benefit of our clients' care.

When you use our website, we use tools like Google Analytics to collect information such as your IP address, the browser you use (e.g. Internet Explorer, Firefox etc.), domain names, the time of day you accessed the website and referring Website addresses. This information helps improve our online services, ensures security and helps protect against fraud. It also assists with diagnosing online problems with our website.

We also use cookies to give us more understanding of how people use our website.

How do we use the data we collect about you?

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

- Information relating to diagnosis, treatment and care will be shared across our internal team to ensure all our healthcare professionals are updated for continuing care.
- Advising client representatives (keeping in touch)
- If appropriate, information will be shared with external healthcare professionals such as GP's, Hospitals and other involved health care professionals, such as our contracted Pharmacy.
- For medical research and educational purposes.

Legitimately we are allowed to process your data for one or more of these reasons:

- We have consent to use your information for continuing health care and support.

- It is necessary for compliance with a legal obligation to which we are subject (for example a change in the law)
- We have a legitimate interest to do so – for example, where consent is absent and we need to provide immediate care
- It is in the public interest to do so (for example, a notification of infectious diseases (NOID) that need to be reported to the Local Authority health protection team).
- Data disclosure may be required by law, for example to government bodies and law enforcement agencies.

Rest assured, we never share, sell, swap or rent your data to third parties for marketing purposes.

How do we protect and keep your data?

We have latest security procedures, rules and technical measures to protect your data. Your data will be kept in a secure environment with access restricted on a need to know basis.

We don't keep your data for longer than is necessary for the purpose for which it is obtained, in accordance with our internal policies. Health Care Records are initially retained for eight years from the date of the last interaction, after which point they are archived.

Personal data will not be transferred to a country or territory outside the European Economic Area unless there is a specific operational or medical reason to do so, in which circumstance we are obliged to ensure that the Country or Territory concerned ensures an equal level of cyber security/protection and confidentiality procedures (General Data Protection Regulation) for your rights and freedoms, in relation to the processing and storage of personal data.

We never use clinical data for educational or research purposes without encrypting or anonymising and rest assured no recognisable personal information is released.

This privacy notice is reinforced with our internal policies such as our Data Protection Policy.

We are committed to protecting your privacy and will only use personal data that we collect lawfully, in line with all current applicable data protection laws and regulations. Our compliance is mandatory and governed by the Information Commissioners Office (details on request).

To monitor the protection of Data we have an appointed Caldicot Guardian who is a senior person responsible for ensuring the confidentiality of client and service-user information. In addition we have two Data Protection Officers who are responsible for all matters concerning data and its securities.

What rights do you have over your personal data?

Under the General Data Protection Regulation, you have the right to:

- to be kept informed.

- ask for a copy of your personal data which we hold about you (known as a subject access request).
- ask that we correct any personal data if it is found to be inaccurate or out of date.
- ask that personal data is erased. (The right to be forgotten)*.
- withdraw consent to the processing of your information at any time*.
- withdraw consent for Health Record sharing (with other health care professionals)*.
- tell us that you do not wish any details to be discussed with your Client Representatives.
- obtain and reuse personal data for your own purposes across different services, but only in electronic format.
- lodge a complaint with Oakhaven Care or the UK regulator, The Information Commissioners Office (ICO details on request).

* If there are any consequences to withdrawing consent or deletion of records, these will be fully explained and discussed.

To do any of the above or to view our relevant internal policies, please contact the Oakhaven Care Data Protection Officer, using the following contact details:

Data Protection Officer
 Oakhaven Hospice Trust
 Lower Pennington Lane
 Lymington
 Hampshire
 SO41 8ZZ

E-mail: dataprotection@oakhavenhospice.co.uk

Tel: 01590 613030

To help us keep your personal information accurate and up to date, please tell us about any changes by writing to:

The Care Coordinator
 Oakhaven Care
 Lower Pennington Lane
 Lymington
 Hampshire
 SO41 8ZZ

Changes to this privacy notice

Rules and regulations around data can change – and therefore our privacy notice will change too. So it's worth visiting this page from time to time to check for updates. At the start of this privacy notice we tell you when it was last updated.