

At Severn Hospice we are committed to respecting and protecting your privacy. This policy is concerned with how we collect information, what we do with it and what controls you have.

We may change this document from time to time so please check this page occasionally to ensure you're happy with any changes.

Any questions regarding this policy and our privacy practices should be sent by email to privacy@severnhospice.org.uk or by writing to Information Governance, Severn Hospice, Bicton Heath, SY3 8HS. Alternatively, you can telephone 01952 221378 and ask for our Information Governance Lead.

1. Who we are?

We're Severn Hospice, a charity providing care and support to people in Shropshire, Telford and Mid Wales who are living with an incurable illness.

In this policy references to 'Severn Hospice' or to 'we', 'our' or 'us' are to Severn Hospice a registered (charity no. 512394) and a company limited by guarantee (company no. 1608025). Severn Hospice's registered office is Bicton Heath, Shrewsbury, SY3 8HS. These references also include our charitable trading companies Severn Promotions Company Limited (registered company number 2973920) and Hospice Projects Limited (registered company number 2229635) –wholly owned subsidiaries of Severn Hospice which trade only to raise funds for their parent company, Severn Hospice.

2. How we collect information

We collect your information in a number of ways.

Information you give us

- As part of your care provided by us, be that in the community or on-site. This will either be by paper-based form completed by you or verbally to one of our staff.

Information we receive from other sources

- We receive information provided by your referrer to our services
- We may receive additional information from the hospital, your GP or national NHS systems.

3. What information we collect

Severn Hospice is what's known as the 'controller' of the personal information you provide to us. We will usually collect basic personal data about you such as:

- Name
- Postal address
- Telephone number
- Email address

We will also collect more sensitive information such as:

- Date of birth/Age
- Gender
- Medical conditions
- Emergency contact details of a friend/relative
- Details of clinical interventions
- Summaries of social work support provided
- Medical histories

4. How we use the information we collect

We may use information held about you in the following ways:

- To provide the best medical care to you.
- For holding records that we are legally required to keep, for example: National healthcare records, activity figures
- To contact your next of kin in case of emergency.
- To keep your information up to date and accurate.

5. Will you be contacted for marketing purposes?

No information given to our medical services, of you or your family members, will be passed on for marketing purposes.

Please note, if you interact with the Hospice as a supporter, you may receive marketing information via that channel.

6. Sharing your information

We will treat your information with the utmost care and will **never** sell or rent your personal information to other organizations.

Where appropriate for your care, we will share data with other healthcare organisations involved in your care.

If you participate in a group meeting with others who are cared for by, or engaged with, Severn Hospice, certain information, for example your email address, may be visible to the group members.

7. How we keep your data safe and who has access to it

All data collected is stored in encrypted and safe locations, with access restricted to only those who need it.

All our security is regularly tested and audited to make sure that your data is safe and secure.

If you have questions about our security, please email security@severnospice.org.uk or call 01952 221378.

8. How long do we keep your information for?

We will hold your personal information on our systems for as long as is necessary and in accordance with applicable legal requirements and tax and accounting rules. Where your information is no longer required we will ensure it is disposed of securely.

Please see the table below to see how long we will keep your personal information for:

Length of time we will keep your data	Category of personal information we hold
8 years	All medical records are kept for 8 years after discharge from our services. Where possible, records are deleted at that point.

9. National Data Opt-Out

At Severn Hospice we are compliant with the national data opt out. This is where you can stop your confidential patient information being used for research and planning. To find out how to make your choice please go to the following website - <https://www.nhs.uk/your-nhs-data-matters/>.

If you're happy with your confidential patient information being used for research and planning, you do not need to do anything.

Any choice you make will not impact your individual care.

10. How to contact us

If you would like to talk through anything in our privacy policy, find out more about your rights or obtain a copy of the information we hold about you, please contact us using the details below. If you want to complain about how we have handled your personal data, please get in touch with us by;

Email at complaints@severnospice.org.uk

Or you can **write** to us, please address your envelope to: **FAO Clinical Information Officer, Severn Hospice, Apley Castle, Telford, TF1 6RH**

Please include your name, address, reference number given on any correspondence if possible and a contact telephone number in your email or letter so that we can get back in touch with you easily.

Or you can **call** us on 01952 236565 please ask to speak to Information Governance, our phone lines are open Monday to Thursday from 8.45am to 5pm, Friday 9am to 4pm. Outside of these hours you can leave a message and contact number and someone will return your call on the next working day.

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law you can complain to the Information Commissioner's Office (ICO).

Our contact details:

Post: Information Governance, Severn Hospice, Bicton Heath, SY3 8HS
Email: privacy@severnospice.co.uk
Telephone: 01952 221378