

# Access to your data

In May 2018 a new General Data Protection Regulation (GDPR) came into force which is designed to give you more control over how we will use your data.

Ensuring that personal data is collected, stored, used and shared securely is an essential part of good care.

We will ensure that your personal data is processed lawfully, fairly, transparently, and for a specific purpose. Once that purpose is fulfilled and the data is no longer required, it will be deleted.

We will only share your data with other healthcare professionals and experienced volunteers who are specifically involved in your care.

The legal basis we apply for using and sharing your personal information for direct care purposes and for audit and governance purposes are: the regulatory requirements of The Health and Social Care Act 2012 and GDPR 2018 articles 6(1e) and 9(2h). We apply consent as the legal basis for specific clinical treatments or procedures.

When you provide consent this must be freely given, specific, informed and unambiguous.

## Your rights at a glance under GDPR

- the right to be informed
- the right of access
- the right to rectification
- the right to erasure – except for your health care record
- the right to restrict processing
- the right to data portability
- the right to object

## Our obligations to you

- We will only collect information that is needed for a specific purpose
- All information will be kept secure
- We will ensure it is relevant and up to date
- We will only hold as much information as we need, and only for as long as we need it
- We will regularly review, and where necessary, update your privacy information.
- We will bring any new uses of your personal data to your attention before we start to use it.
- You have the right to access your personal data.

[rowcrofthospice.org.uk](http://rowcrofthospice.org.uk)

Telephone  
**01803 210800**

**rowcroft**  
hospice 

## Right to be informed

We can support you to make decisions about care or treatment by providing information to you in an accessible format. We have leaflets available to download on our website and your Rowcroft staff member/s can help you to access information required either verbally or in writing.

## Right to access

You have a right to access the information we are collecting if you wish. You can make any request verbally or in writing. We have one calendar month to respond to your request.

## Right to rectification

If you believe we have wrong data about you whether this is the wrong contact information or health care data please ask us to rectify this. Please speak to your Rowcroft staff member to assist in this.

## Right to data portability

The right to data portability allows individuals to obtain and reuse their personal data for their own purposes across different services.

## Right to restrict processing and right to object

When data use is restricted by you, we are permitted to store the personal data (your health care record), but not use it. You have a right to restrict us sharing personal information with named individuals, except where there is a legal duty we have to comply with for example the Care Quality Commission.

If you have data sharing preferences stored on the National Data Opt-Out Programme, please inform your Rowcroft Hospice health or social care professional so we can uphold these. We have not yet been given access to the 'look-up' service to find out which of our patients have opted out of sharing their data for research or planning purposes.

## FAQs

### Can I withdraw my consent to share my personal data?

Yes, you have the right to withdraw your consent at any time either verbally or in writing. Please speak to a member of Rowcroft staff involved in your care.

### Can I update or change my information?

Yes, you have the right to rectify inaccurate personal data and update your data. Please contact the Rowcroft member of staff whom is caring for you or the Caldicott Guardian at [caldicott@rowcrofthospice.org.uk](mailto:caldicott@rowcrofthospice.org.uk).

### How long do you keep my records?

We will retain your health care records for 8 years.

### Where can I find a copy of Rowcroft's patient data and privacy policy?

You can access it via our website: [www.rowcrofthospice.org.uk/privacy-policy/](http://www.rowcrofthospice.org.uk/privacy-policy/) or please ask your Rowcroft staff member for a copy.

If you require this information in an alternative format please call 01803 210800